



wePortal Data Collection FAQs

Below are answers to some of commonly asked questions about the electronic data collection system.

Q: Is the wePortal system compliant with HIPAA regulations?

A: Yes. For more information, see the [wePortal Privacy Policy](#)

Q: The RBT seems to be spending a lot of time on the phone. Is that typical?

A: Yes. All data and other information that used to be recorded on paper and stored in the white binders is now being recorded through the wePortal app. We would be happy to give you a demo of the app and what it does—contact me or your BCBA!

Q: Why is the RBT ending the session early to “finish the progress notes?”

In addition to data collected throughout the session, Tricare requires providers of all services (ABA, but also every other service, such as OT & speech) to document services through “progress notes.” When the notes were completed on paper, the therapist was using small chunks of time throughout the session to complete portions of the notes. With

wePortal, the notes are completed at the end. As with other services such as OT & speech, it is necessary to end direct therapy delivery with sufficient time to complete the required documentation of services.

Q: There isn’t a binder anymore. How can I keep track of my child’s progress?

A: Through the parent portal—see update below!

Q: What if something happens to the wifi or the RBT’s phone? Can they still conduct a session?

A: Yes. There will be a “back-up system” in place for every family. This may include paper data collection and progress note documentation during that session which will be added to the wePortal file at a later date.

The transition from paper to electronic data collection and documentation has been a long journey but we are nearing the end. The new system will allow the RBTs to be more focused on therapy delivery during the time they are working with your child!

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Inside this issue:

<i>wePortal Client Portal</i>	2
<i>Summer 2019</i>	2
<i>Summer Tips</i>	3
<i>Contact Us</i>	4



You can access the Client Portal on any device at wePortal.co

Client Portal-Your Resource

The “Client Portal” function of wePortal gives you access to important information related to your child’s ABA therapy services. You can:

- View your schedule, including any upcoming cancellations by you or by the therapist.
- View your child’s profile, including emergency contacts, history, allergies, etc. You can view but not edit this information, To correct profile information, please email the office.

- View documents in the medical record including IEPs and reports from other providers.
- View graphs of your child’s progress

Hopefully we will soon be able to add access to even more features, such as sending messages to your BCBA and ABA team.

Don’t have a copy of the wePortal Parent’s Guide? [Contact Tamara](#)

Summer. Break?

If your family is like many other families, summer “break” only means a break from school. There are still therapies, mixed in with travel plans and pool trips and camps and changes in routines and ... (insert your plans here). For Green Box, summer break is also not a “break.” There is a lot going on all summer. Read on for updates on what’s ahead.

Your child’s therapy schedule will not change. Unless you have already been informed of changes, your current, standing sessions will not be affected over the summer. We realize that in many cases it would be desirable to move sessions earlier or to different days. In most cases, we are not able to make such changes.

There may be additional sessions added

to your schedule, depending upon the availability of appropriate staff. We will be verifying these sessions during the first week of June.

Wait. What about social skills training sessions?

Unlike previous summers, we will not have daytime summer social skills sessions every day of the week. We know that the kids like the social skills sessions and that they provide opportunities for strengthening vital social skills. We will be looking for other ways to provide these opportunities, such as potentially moving an existing home session to the office which had been impossible as a result of school and bus schedules. Your BCBA’s will be working with you to help make these arrangements.

Tips For a Fun and Safe Summer

The end of the school year is often a mixed blessing for families. While there is more schedule flexibility, time off, and down time, there is also, well, more schedule flexibility, time off, and down time. For children with autism, some of the changes associated with the end of the school year present extra challenges due to changes in structure/routine, decreased school-based services, travel and vacations, and increased down time.

Tips

Maintain Some Structure and Routine.

As appealing as staying up late and/or sleeping in sounds, your child may benefit from keeping their nighttime, sleep, and morning routines as similar as possible to during the school year. The same goes for mealtime routines. It may be especially important to maintain therapy schedules, given the overall decrease in school-based services during the summer (even for children who attend ESY). If your child prefers routines, try to prepare them for changes in routine with social stories, visuals, or talking with them about it.

Prepare. Not just for changes in routines, but for other novel activities or changes. Is your child flying for the first time? Help prepare for the flight with videos about airports and air travel, role-playing, and social stories. Share pictures and stories about travel destinations. Make clear statements about what your child can expect to experience during transit and at destinations. And make clear statements about what the behavior-

al expectations are during transit and at destinations. Some families find that token systems are especially useful during travel

Make Introductions to New Places and Activities Progressively.

Will your child be attending ESY at a new school? Participating in a new camp? Help them prepare by visiting the locations before the activity starts. Talk about the new place/activity before the first day.

Focus on Safety. Playgrounds, swimming pools, beaches, vacation rentals, and so forth present safety issues.

- Teach water (pool and beach) safety behaviors and stick to the rules, even if it means cutting a pool trip or beach visit short if rules are repeatedly violated.
- Remind your child about stranger danger rules.
- Check out vacation rentals (hotels, beach houses, etc) to ahead of arrival to make sure that they are secure (for example, has locks on the door that will prevent leaving unattended).

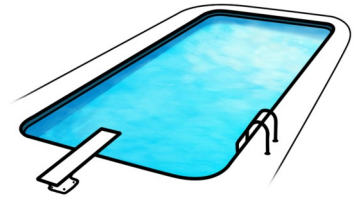
Here are a few other resources!

[Travel Tips](#)

[Summer Fun Ideas](#)

[Summer Fun Ideas#2](#)

Have a fun and safe summer!



[Check out these tips for Pool Safety from Autism Speaks](#)

Don't be afraid to try new things this summer, the key is preparation!



Fireworks are exciting but can also be scary. Prepare your child with social stories, YouTube videos, etc.

Communication

We know that it can be difficult to know who to talk to/email about different things related to services. If you are one of our newer families and have never needed to ask a question about a co-pay, how do you know who to ask? For those who have been with us for a while, we know that our staff and communication guidance has changed over the years. We have found that things that worked well when we had 30 clients are not necessarily manageable when the number is much higher.

To make sure that your needs and questions are addressed in an appropriate and timely manner, please use the following guide:



General questions about services:

Main Office: greenboxaba@gmail.com; 571-297-4308

Cancellations:

scheduling@greenboxaba.com

(please also cc your behavior analyst and RBTs)

Questions/issues related to copays/invoices:

Billing Department: billing@greenboxaba.com

Clinical Administration:

Required testing

School breaks/Saturday groups

Schedule Coordination

Service authorizations

Clinical Assistant: tmcrae@greenboxaba.com

Clinical and behavioral concerns:

Your BCBA