

# River City Lactation Policies & Procedures

## Business Definition

### Solo Practice

Tara Czapla is an International Board Certified Lactation Consultant (IBCLC)

Year of certification: 2019

Next recertification date: 2029

Recertification method: continuing education

Company Name: River City Lactation

Company Structure (LLC, S-Corp, Partnership, Corporation, etc.): LLC

NPI: 1023892650

EIN: 84-4430139

Mailing address: 405 N. Greensferry Road #3211 Post Falls, ID 83877

Clinic address: 2201 N. Government Way Suite C, CDA, ID 83814

Phone: 208-777-6455

Fax: n/a embedded into charting system- MilkNotes

Email: tara@rivercitylactation.com

Website: www.rivercitylactation.com

### Solo Practice or Group Practice with Employees and/or Subcontractors

Tara Czapla employs subcontractors to perform business and clinical services

[paperlesslactation.com](http://paperlesslactation.com)

- Accountant: tbd
- Attorney: Don Gary

- Submits and processes claims and payments: The Lactation Network
- Has access to insurance information, claims, and EOBs: The Lactation Network

## Practice Definition

### Mission Statement

My goal is to serve my community by providing high quality lactation care to families in northern Idaho & eastern Washington. I value ethics, respect and authenticity. I want to help the families to meet their goals in realistic ways. My practice philosophy is that we can reconnect to our ancestral knowledge as women and be empowered to care for ourselves and our families while following evidence based practices.

### IBLCE Code of Professional Conduct

I adhere to the IBLCE Code of Professional conduct as found [here](#).

### Non-Discrimination Policy

River City Lactation does not discriminate against employees, business associates, or clients on the basis of race, color, ethnicity, national origin, ancestry, creed, citizenship status, sex, sexuality, sexual orientation, religion, physical ability, age, family status, or marital status.

### Policies and Procedures Review

## Services Provided

### Lactation Visits

### Locations

Office: 2201 N Government Way, Suite C, Coeur d Alene, ID 83814 (NW Midwifery Collective building)  
Home: Post Falls area (mileage of travel at the discretion of the IBCLC)

Average Length of Initial Visit: 60-90 minutes  
Average Length of Follow Up Visit: 45-60 minutes  
Average Length of any other visit type: 45-60 minutes  
Regular Business Hours: varies

## Visit Policies

River City Lactation provides all clients with a Consent for Care. This form will be provided to the client when scheduling the visit, and must be signed before services are rendered. Client has the right to refuse any treatment or intervention offered to you, and this refusal will be documented in your chart.

Consent is verbally requested before touching the client or client's minor child. Clients may withdraw consent to be touched even if consent was previously given verbally or in writing. Withdrawal of consent will be documented.

Clients MUST have a primary healthcare provider for the parent and the minor child documented in the intake forms before services are provided.

River City Lactation may use a Tanita BD-815U (2 gram accuracy) scale to weigh the client's baby. The scale is cleaned after each client using medical grade CaviWipes 2.0. The scale is tested for accuracy every month. The scale will be covered with disposable dental bib sheets.

Reusable silicone nipple sizing tools will be wiped down with medical grade CaviWipes 2.0 after each use and stored. New products (nipple shields, pacifiers, bottles) will be kept in original packaging and then steam sterilized using a Dr. Brown's silicone sterilizing bag in the microwave for 3 minutes. Infant oral tools will have a nitrile finger cot disposable covering on the tip and switched out after use. Medela Quick Clean sanitizing spray may be used in addition, on occasion.

### [paperlesslactation.com](http://paperlesslactation.com)

- The baby will wear a diaper while being weighed for a weighted feed, and will be wearing the same diaper if a post-feed weight is taken.
- If the baby is wearing a cloth diaper, the family may be requested to use a disposable diaper for the weighted feed.

River City Lactation may recommend the use of certain products:

- Some products/pumps may be rented at Inland Mama in Post Falls: Medela Symphony Hospital grade, supply kits for the pump
- Clients may be referred to purchase items from a third party
- River City Lactation is not an affiliate with any third party

River City Lactation may refer clients to other professionals for continued care.

River City Lactation does not accept fees for these referrals  
River City Lactation will try to provide more than one referral option

Client visits will be canceled in the event of provider illness or personal emergency and rescheduling is not guaranteed. In the event of cancellation for illness or personal emergency, clients will be notified by their preferred method as provided during intake.

If Tara Czaplá, IBCLC is not available due to scheduling constraints, vacation, or illness:

- New appointment requests will be referred to another IBCLC.
- Best efforts will be made to notify active clients of any planned closures.
- Best efforts will be made to respond to urgent messages from active clients during vacation or planned closure. River City Lactation reserves the right to assess the urgency of a client message.
- River City Lactation will/will not respond to messages from current clients during vacation, planned closure, illness, or personal emergency.

Handwashing or hand sanitizing use occurs:

- At the start of the visit
- After using the restroom

If electronic devices are used:

Screens and keyboards will be cleaned with sanitizing wipes at the start of every visit.

Latex-free, powder-free, non sterile (Kirkland Signature Medical Examination Nitrile) gloves are worn:

- When examining an infant
- When touching a mother
- When handling items that come in contact with body/body fluids

Dress code is as follows:

Medical scrubs and closed toe footwear (athletic shoes/crocs), business casual

## Fee for Service Payment Policies

Outline your fees for self-pay clients.

- River City Lactation requires payment in full at the time of booking. Payment must be in full amount within 24 hours of the visit. If it is not, the visit will be canceled.

- All services are non-refundable.
- A surcharge will be applied to home visits outside my service area.
  - A surcharge will be applied if you have twins or higher order multiples to cover the extra length of the visit.
- These surcharges are not eligible for insurance reimbursement.
- A sliding scale is available for financial need based on the following eligibility requirements, at the discretion of River City Lactation (a limited number of sliding scale appointments available every month):
  - Valid and current state medicaid card & status (given at the discretion of River City Lactation).

List your fees here:

- Initial Visit: \$225 office/home, \$175 telehealth
- Follow Up: \$175 office/home, \$150 telehealth
- Sliding Scale Discount (medicaid): 50% discount (limited number available per month, at the discretion of River City Lactation).
- Surcharge for Twins: \$75
- Surcharge for Travel to Home Visit: \$50, each visit
- Prenatal & Pumping visits: \$150 (initial and follow up visits)
- Payment methods accepted
  - Cash
  - Credit Card processed through PCI-compliant processor:
    - Square

## Insurance Payment Policies (US)

River City Lactation is in contract with The Lactation Network. Clients must provide their plan ID, group number, date of birth, and relationship to the insured prior to the visit. Client's eligibility will be checked and client will be notified of active insurance. The Lactation Network will handle the details of the insurance and billing.

River City Lactation processes through The Lactation Network (TLN).

If a client's coverage lapses, changes, or terminates prior to a scheduled visit, client is responsible to cover all charges at the self-pay rate and to inform River City Lactation of this change.

If a client has primary insurance through a different payer, and River City Lactation is in-network with your secondary insurance, River City Lactation must submit out-of-network claims to client's primary insurance prior to submitting in-network claims. Client is responsible for any associated cost-sharing. Client must inform River City Lactation of the two insurance situation beforehand.

Clients will be provided with a superbill if they are self-pay. Clients can attempt to obtain reimbursement from their insurance company. River City Lactation cannot guarantee reimbursement and is not

responsible for any cost/credit if reimbursement is not successful.

## Special Instructions

If Tara Czaplak will not be on time for a scheduled visit, Tara Czaplak will attempt to communicate an updated arrival time by text messaging.

**For home visits, all pets must be secure in a separate room behind a closed door or crated for the duration of the visit.** River City Lactation must be notified of any service animals who will be present prior to the visit.

Clients may grant consent for others to be present during the visit. These names should be provided to River City Lactation in advance and will be collected as part of the Consent for Care.

River City Lactation will provide a support person the address for all home visits. Clients will be providing this consent prior to the visit. If a client declines to provide this consent, River City Lactation reserves the right to refuse to provide care.

[paperlesslactation.com](http://paperlesslactation.com)

River City Lactation will ask client consent for any intern, student, or assistant to attend lactation visits.

## Telemedicine

River City Lactation offers telemedicine services through MilkNotes. Security and privacy are assured through MilkNotes' as a HIPAA/GDPR compliant EHR & the True Embedded Video Care system.

- Telemedicine is available to established clients
- Telemedicine is available to new clients
- Payment is due before the time of service and is non-refundable
- Telemedicine services may not be eligible for insurance reimbursement

Fee:

- Payment through Square: Initial visit fee \$175, follow up visit fee \$150 ● Visit duration: 45-60 minutes
- Follow up policy: The telemedicine visit fee includes 1 week of follow up support by River City Lactation.

# Scheduling Procedures

## Scheduling Logistics

- River City Lactation schedules clients through phone, text, and email.
- River City Lactation reserves the right to reschedule or cancel appointments for any reason.
- Priority scheduling will be given to established clients.
- Priority scheduling will be given to in-network clients.
- An appointment confirmation will be sent: (one or more)
  - By text\* preferred method
  - By email
  - Through MilkNotes

## Cancellation Policies

If (a self pay) client cancels the visit for any reason LESS THAN 24 HOURS BEFORE the scheduled visit, a \$50 will be charged to the credit card on file. The original payment in full will be refunded, but the \$50 cancellation fee will be withdrawn.

If (a TLN client) cancels less than 24 hours before the scheduled appointment, a \$50 charge will be processed the day of the scheduled visit.

If River City Lactation must cancel an appointment for any reason, no charges to the client will apply. River City Lactation reserves the right to cancel appointments for any reason without notice.

# Communications

## Client Communications

### Phone, Email, and Text Services

#### Prospective Clients

River City Lactation maintains a website at [www.rivercitylactation.com](http://www.rivercitylactation.com) hosted by Wix. River City Lactation's contact phone number and email address are publicly posted. Our website has a contact form that accepts submissions; personal information from this contact form is collected, stored, used for contact information. Wix sends River City Lactation the form submission information given to River City Lactation's HIPAA compliant email.

When a phone call, email, and/or text comes in from a prospective client, my policy is to:

- Send a text message or email reply within 24 hours
- Send a link to my website for more information on my services
- I will not provide clinical support or counseling to prospective clients

## Current Clients

Clients receive 1 week of follow up support by secure messaging as part of their fee for services. After the 1 week period, a new appointment will need to be scheduled to discuss any ongoing issues and or questions.

## Secure Messaging

River City Lactation provides secure messaging to established clients through

- MilkNotes secure messaging portal
- HIPAA secure email (tara@rivercitylactation.com)

Secure messages will be replied to

- Within 24 hours

## Social Media Communications

Tara Czapla, IBCLC may maintain private social media accounts for personal use. Connection or direct message requests made by clients through these platforms will not be accepted.

River City Lactation maintains public social media accounts for marketing purposes on the following platforms: Instagram. All photos appear by express permission of the owner of the photo and all persons appearing in the photo. No client photos or videos will be published without express written consent. Clients and/or their minor children will not be named in posts on social media without express written consent.

River City Lactation/ Tara Czapla, IBCLC will not provide direct clinical support or counseling or advice on any social media platform, either public or private. Public accounts are for marketing purposes only to offer general information.



## Website Communications

Contact form entries are stored

- On a desktop/laptop computer connected to the cloud
- In a cloud-based platform with appropriate security & privacy measures (HIPAA compliant email)

River City Lactation abides by all applicable federal, provincial, state, and local regulations regarding copyright. No text, image, or graphic content will appear without the express permission of the copyright or trademark holder.

## Security Policies

### Record Retention Policies

River City Lactation is subject to the record retention laws of Idaho and is required to keep client records for five years.

Clients may request a copy of their chart or that of their minor child at any point during the record retention period. Requests must be made in writing to the listed address for River City Lactation. Receipt of the request will be acknowledged by River City Lactation and records will be mailed within 30 days of acknowledgement of the request.

River City Lactation provides records for free within 6 months of the last in-person visit; after this period, a fee of \$20 will be charged and must be paid in advance.

### Physical Security

- Physical records are shredded before disposal.

### Digital Security

#### Compliance with Privacy Regulations

River City Lactation is in compliance with all applicable federal and provincial/state regulations with respect to the use of technology for healthcare.

## Devices

All devices used for client care will be secured by a passcode and/or biometric identification.

The following person has access to the passcode in case of emergency: Christopher Czapl, husband

## Platforms

River City Lactation uses MilkNotes for client care. The following safeguards are in place:

- Password protection
- Two-factor identification

River City Lactation uses The Lactation Network for billing type purposes. The following safeguards are in place:

- Password/biometric identification

## Services

River City Lactation will not use any free cloud-based services for client communication or file storage.

Email services and document storage are provided through:

- G-Suite (paid)
- These services have provided a Business Associates Agreement

Phone services are provided through:

- Secure VoIP platform by Google Voice (BAA signed)

## Personal Policies

Tara Czapl, IBCLC actively pursues continuing education related to lactation management, infant and child development, parental wellness, communication skills and cultural competence.

Gift policies:

- River City Lactation accepts gifts from clients when services are concluded.
- River City Lactation refuses or destroys any and all donations, gifts, samples, or services from any company or subsidiary company not in compliance with the [WHO Code of the Marketing of Breastmilk Substitutes](#).
- The policy of River City Lactation is to purchase all necessary supplies at retail and/or wholesale if appropriate.

- I have a policy not to accept offers of food or drink from clients.
- I will remove my shoes on request.
- I may request to use the bathroom in a client's home.

*Last modified 1/3/2025*