

## *Contact Information and Identification*

### Company name, credentials, and applicable licenses

K + K Lactation (K + K Lactation Consulting LLC) is a lactation education and counseling service owned and operated by Kayla Kirk, IBCLC. The business is licensed in the state of Nevada (Nevada Business ID: NV20222443908) and the city of Henderson (Henderson Business ID: 2022319590).

### Company contact information

Phone: 702-625-1307

Email: [contact@kplusklactation.com](mailto:contact@kplusklactation.com)

Website: [kplusklactation.com](http://kplusklactation.com)

### Vision statement

K + K Lactation aims to empower families to make the best infant feeding choice for them by educating parents on the benefits and mechanics of breastfeeding. I want to help all families meet their breastfeeding goals and guide them through their unique infant feeding journeys. I also want to create social change by educating employers on the importance of supporting their breastfeeding employees.

### Business structure

K + K Lactation is a Limited Liability Corporation.

### EIN

The Employer Identification Number for K + K Lactation is 88-2286818.

## *Legal Forms and Contracts*

### Liability insurance carrier and policy number

K + K Lactation is insured by CM&F Group under policy number U75329.

### Consent for care

A Consent for Care document will be sent to all clients after an appointment has been booked. Clients must sign the Consent for Care document in order to proceed with the scheduled appointment.

### Notice of privacy practices

A Notice of Privacy Practices document will be sent to all clients after an appointment has been booked. Clients must sign the Notice of Privacy Practices document in order to proceed with the scheduled appointment. K + K Lactation follows all HIPPA requirements regarding privacy and security of client information.

### *Payment Policies*

#### Fee structure and payment policies

K + K Lactation's fee structure is outlined on the website. The current fee structure is

- \$200 for a 90 minute in-office visit
- \$250 for a 90 minute home visit
- \$150 for a 90 minute telehealth visit

Payment can be made online at the time of booking or in person at the time of service.

#### Initial and follow up visits

Initial visits follow the fee structure outlined above and on the website. Follow up visits can be booked only at the end of the initial visit by Kayla Kirk. The fee structure for follow up visits is

- \$150 for a 45 minute in-office follow up
- \$200 for a 45 minute home follow up
- Corporate consultation follow ups are priced individually by the length of time per project

#### Additional fees

K + K Lactation offers extended virtual follow up for the price of \$50 per week.

#### Additional services

K + K Lactation offers postpartum doula services through Vegas Family Doulas. Please contact Vegas Family Doulas directly at 702-907-6378 for availability and pricing. K + K Lactation also teaches various breastfeeding and infant massage classes throughout the valley. Please visit [kplusklactation.com/classes](http://kplusklactation.com/classes) for information on upcoming classes.

#### Payment methods accepted

K + K Lactation accepts payment by cash or credit card only.

### Insurance accepted

K + K Lactation accepts some insurance providers through The Lactation Network. Clients should visit the [K + K Lactation TLN page](#) to check and see if their insurance provider is covered.

If requested, I can provide clients with a superbill that can be submitted to the client's insurance company for reimbursement. Reimbursement rates are determined by each client's individual insurance plan. Clients should consult their insurance provider for details.

### Sliding scale terms

K + K Lactation does not offer sliding scale payments at this time.

### Packages

K + K Lactation offers three tiers of lactation and doula inclusive service packages. Please visit [kplusklactation.com/services](http://kplusklactation.com/services) to learn more.

### Cancellation policy

Cancellation with less than 24 hours notice will incur a fee of 50% of the price of the service. Cancellations made with more than 24 hours notice will not incur a cancellation fee.

## *Appointment Definitions and Parameters*

### Appointment definitions

Initial lactation consults are 90 minute appointments where the client has the opportunity to discuss their breastfeeding goals, ask questions, and receive coaching and support through any breastfeeding challenges the dyad may be experiencing. I will create a custom care plan to address any issues.

Follow up sessions are 45 minute appointments where I will assess the dyad and the progress of their given care plan, and make changes to the care plan as needed.

Corporate consultations are 3 hour appointments where I work with the client to assess their company's needs in regards to lactation support for employees. We will discuss changes the company can make to their formal lactation policy, the creation or modification of a designated pumping space, and other ways to best support their breastfeeding employees.

### Where the appointment takes place

In-office sessions take place at the K + K Lactation office located at 1489 W. Warm Springs Road, Suite 110, Henderson, NV 89014.

In-home sessions take place at the client's home.

Corporate consultations take place at the company's office.

### Overview of a typical appointment

A typical initial appointment begins with discussing the breastfeeding parent's goals and any issues they are experiencing. This is followed by physical assessments of the breastfeeding parent and baby and a weighing, if necessary. Then a feeding will be observed and the provider will discuss their thoughts and potential care plan. The client is encouraged to ask any questions they have throughout the appointment. The appointment concludes with confirming a care plan, which the provider will put in writing and send to the client after the appointment.

A typical corporate consultation begins with discussing the company's current lactation policy and their goals for creating or expanding on lactation support for their employees. If a lactation room is desired, a tour of the office is also appropriate. From there, I will outline my proposed plan of action for meeting the company's lactation policy goals and discuss project specifications and timelines.

### How to schedule an appointment

Initial appointments are scheduled by contacting K + K Lactation via email at [contact@kplusklactation.com](mailto:contact@kplusklactation.com) or by phone at 702-625-1307. Walk-in appointments are not available.

Follow up appointments are scheduled in person at the end of the initial appointment.

### How client prepares

All clients are encouraged to complete the intake form and sign the consent forms before the appointment in order to maximize our time during the session. These forms are completed via the MilkNotes portal.

For the appointment, clients only need to bring themselves and their baby! If the parent has been using any breastfeeding aids (a specific pillow, breast pump, etc) then they are welcome to bring that along. Comfy clothes that allow easy access to the breast are encouraged.

### How intake is completed

Intake paperwork is completed through the MilkNotes portal prior to the appointment time. I will ask clients any follow up questions at the beginning of the visit.

### What's included in fee for visit

The visit fee includes the initial appointment as well as two weeks of virtual follow up via secure messaging (and phone if necessary).

### Policy on pets

Calm and non-disruptive pets are welcome to be in the room during in-home sessions. If your pet has the potential to be disruptive to the session, please secure them in another space in the home for the duration of the session.

### Follow-up policies

All initial education sessions include two weeks of follow up via secure messaging. Some clients may require scheduled follow up appointments as well. After each follow up appointment, you will receive another week of virtual follow up.

Due to HIPAA compliance measures, virtual follow ups should be conducted through the MilkNotes portal. Any messages sent via conventional email or text will not be HIPAA secured.

I check the MilkNotes portal for messages during K + K Lactation business hours (Monday-Thursday, 9:00 am-3:00 pm) between clients. Outside of business hours, I check for messages once during the afternoon and once in the evening. I will reply to all messages within 24 hours of receiving them.

If a phone call or video call follow up is warranted, I will send a message to schedule a time for a phone or video call.

## *Communication Policies*

### Phone

Sometimes phone calls are the best communication method to troubleshoot or ask multiple questions. Any phone calls will be scheduled ahead of time.

### Secure messaging

MilkNotes provides a secure, HIPAA compliant messaging platform. All messages between client and provider should be sent through the MilkNotes portal.

I check the MilkNotes portal for messages during K + K Lactation business hours (Monday-Thursday, 9:00 am-3:00 pm) between clients. Outside of business hours, I check for

messages once during the afternoon and once in the evening. I will reply to all messages within 24 hours of receiving them.

### Email

Any email sent to a conventional email address ([contact@kplusklactation.com](mailto:contact@kplusklactation.com)) is not secure and HIPAA compliant. I will reply to emails with general information but will not discuss specific medical details over email.

### Text

Texts are not secure and HIPAA compliant. I will reply to texts with general information but will not discuss specific medical details over text.

### Social media policies

Any photos or videos taken during a session or that include a client or dyad will not be posted on social media without the client's express written permission.

### HIPAA compliance measures implemented

All communications through MilkNotes are secure and HIPAA compliant. K + K Lactation recommends that clients communicate only through the secure MilkNotes portal. Any messages sent via text or conventional email are not HIPAA compliant. If a client sends private medical information through either of these channels, they are acknowledging that their private health information is not secure.

### Mandated reporting

K + K Lactation is required to report to the appropriate local authorities any behavior or action that threatens the life or well-being of the client or a child.

## *Documentation Policies*

### Charting infrastructure

K + K Lactation uses the electronic charting infrastructure MilkNotes for all charting and documentation.

### HIPAA compliance measures implemented

MilkNotes software is HIPAA compliant. Only Kayla Kirk, the client, and any providers designated by the client will have access to the client's charts. Charts will only be shared with other medical providers with written consent from the client.

### Record storage policies

All charts are stored and accessed solely through the MilkNotes platform. Client charts will not be saved to any device or stored in any physical form.

### Chart access procedure for clients

Clients can access their charts at any time by logging into their MilkNotes portal.

### *Office Policies*

#### Office location

K + K Lactation is located at 1489 W. Warm Springs Road, Suite 110, Henderson, NV 89014.

#### Office hours

My office hours are Tuesday and Thursday from 9:00 am to 3:00 pm.

**This manual was updated January 2023. All policies and fees outlined in the manual are current and subject to change.**