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SUMMER THERAPY 2021: Registration for New & Returning Clients

Thank you for considering our practice for speech-language therapy services this summer. We are very excited to work with your child! Our summer program will run from Monday, July 5th - Friday, August 20th. Services are in-person at our office or teletherapy. Our fall academic year program resumes on Monday, August 23rd. ***You will need to register for the fall/academic year program separately.*** Those forms will be available in June.

Our office will be closed the week of June 28th-July 2nd to prepare for the transition to primarily in-person therapy, as well as to provide our staff with two in-house staff in-service days. We are bringing in top-rated professionals to work with our team on how best to use AAC (assistive/augmentative communication devices) with children who would benefit from an alternative to speaking or as an adjunct support, along their journey. We are also having a day dedicated to neurodiversity and reframing how we think about autism, including how we can best support autistic children's unique gifts and personalities, as well as help support their growth as communicators and social beings. We have an autism professional who has autism, an autistic OT, SLP and AAC user talking to us about their journeys and "what we wished someone knew" to give us some personal perspective.

Our summer program will run from Monday, July 5th to Friday, August 20th. This is a bit different (and shorter!) than our usual summer program. We have been working remotely from our homes since March 2020 and are excited to be returning to in-person therapy on July 5th. We are also excited to offer teletherapy as an option for those families who prefer that as well.

Our fall academic year program resumes on Monday, August 23rd. The registration for the fall program will be available in June.

For any new clients: Most summer therapy slots are usually filled by our ongoing clients who attend during the academic year, however, the good news is that we are actively hiring for a new speech pathologist so we should be able to accommodate most of the families on our waitlist or those who are just now seeking services. After year-round clients have been scheduled in May, services are scheduled on a first-come first-served basis to any new clients.

If you have any questions or issues that come up during the summer, please feel free to contact me at:
kwhite@hamaguchiandassociates.com

Warm Regards,
Kristen White, Director of Clinical Services &
Patti Hamaguchi, Executive Director

Highlights of Summer Office Policies:

1. Cancellations allowed for each client attending individual therapy during this summer as follows with a minimum of 3 hours' notice: 2 sessions (if coming once a week) 4 sessions (if coming twice a week) 6 sessions (if coming three times a week). Sessions cancelled with less than 3 hours' notice or a no-show are charged in full.
2. **Changing in-person to teletherapy late notice:** If your child is scheduled for in-person therapy and you want to change that to a teletherapy session on the day of that scheduled therapy session for whatever reason, we will need to use the first 10 minutes of the session to prep. Preparation for teletherapy is different than preparation for in-person

therapy. If you give late notice, this means that our staff took the time to prep for a different kind of session and so your child's session will need to be shortened to allow that prep. So, if you normally start at 3:15, your start time will be 3:25 and the session will end at the normal time. *If we are notified the day before, we can make that change and keep your normal start time.* This also applies to clients who choose to come in-person instead of teletherapy.

- 3. We will no longer take payments at the office window, except for checks.** We will require every client to have a credit card on file. If you fail to come to the window and pay by check (or perhaps your child was absent for the second session that week when you normally would have paid) we will process your fees on the credit card on file for that week.

For Office Use Only:

Date Recvd: _____ Parent contacted: _____ by: _____ Reg Fee: yes no ACH: yes no Conf. Sent: Conf. Recvd:

Summer 2021 Planning: Please Fill Out and Return Pages 3-5

Child's Name _____ DOB _____ Age _____
Address _____
City/Zip _____

Mother's/Father's/Guardian's/Partner's

Name _____
Email: _____ Cell: _____

Father's/Mother's/Guardian's/Partner's

Name _____
Email: _____ Cell: _____

What is the best phone # to reach you? _____

May we leave a message for you on this number? Yes No

What we need from you prior to beginning therapy:

1. This Registration Form, along with the equivalent of 2 sessions' fees. (If attending group and individual, the equivalent of one group and one individual session). We require a credit card on file for payments or you may sign up for ACH (automatic bank withdrawal).
2. A Patient History Form
3. Copies of previous speech-language pathology reports, as well as any other pertinent reports, such as those from an occupational therapist, IEP, or psychologist. We will need to have some kind of speech evaluation or report that is no older than 11 months old, in order to begin services. Children with minor articulation difficulties can usually suffice with a screening by our staff. If you have no report and your child has anything other than a very mild, simple deficit, we will need to perform an evaluation first.

What services are you requesting to be scheduled?

- Individual or Group Services
- Assessment
- I'm not sure what my child needs. *(Please send us all previous reports and we will give you input on this)*

Please fill out this form and return it to our office.

1. Include a short note (1-2 pages, max, please) on a separate sheet of paper, "What We Want You to Know About Our Child" including information about your child's personality, your concerns, observations and reasons for seeking an assessment and/or therapy at our office.
2. Please include a photograph of your child that we can keep in our records.
3. Fax it or email it (frontoffice.hamaguchi@gmail.com), or mail this form, plus your letter, to our office:

Hamaguchi & Associates
2011 Stevens Creek Blvd. #145, Cupertino, CA 95014
Phone (408) 366-1098 ext 3# / Fax: (408) 366-1011

Assessment: Please read the information about our current teletherapy assessment process, including our fees and scheduling process prior to submitting this form. In-person assessment will be available after July 5th.

Because we are operating virtually, we have adjusted our assessment process and fees to accommodate the limitations of standardized testing performed online. Some assessment tools lend themselves well to this format, but some do not.

Therefore, our usual testing battery is being modified slightly as a result and our fees slightly lower as a result.

For children ages birth-age 2 (\$600): The Director of Clinical Services, Kristen White, will conduct a phone or zoom consultation with you to discuss your concerns about your child, as well as review your child’s patient history and Request for Services. She will then observe your child in his or her natural environment during play with a parent. We will explain to you how to prepare for this observation. We also have a parent questionnaire we can use to obtain some standardized data and will provide you with a report of results and initial goals so we can begin therapy. If your child is able to participate, there are a few standardized tests we can do for expressive vocabulary and articulation.

For children ages 3 to 4 years 11 months (\$800) : Kristen will also conduct a consultation and review of your child’s patient history as described above. In addition, we are able to conduct many key tests via teletherapy if your child is able to sit in front of a screen and actively participate. We can of course have breaks and a few quick fun games to break things up. You will receive a summary report of findings, depending on the number of tests performed.

For children ages 5 years to 6 years 11 months: (\$1000)

For children ages 7 years and up (\$1299)

Articulation assessments (\$250) for an initial assessment and a summary report.

An initial mini-assessment for a child wishing to join a group (\$400) This includes a review of past reports, meeting with parents to review concerns, the child, the administration of specific tests that are relevant to group goals, and if permitted, connecting with other professionals and teacher(s). This is for a child who is in group therapy only.

I would like the following type of assessment:

- Articulation Assessment - **\$250** (If no report is required - \$196; *pronunciation issues only*)
- Birth-Age 2: speech-language assessment for children - **\$600**
- Age 3 to 4 years 11 months: speech-language assessment: **\$800**
- Age 5 years to 6 years 11 months: **\$1000**
- Ages 7 and up: **\$1299**
- Supplementary Testing: for children who have previous speech-language, neuropsychological or similar reports/assessments within the past 9 months and whose parents would like additional information, such as aspects of auditory processing or a more-in depth expressive language component to what was already done. Fees are prorated by time spent but do not include a written report. Reports are billed separately with our “Additional Services Form.”
- An initial mini-assessment for a child wishing to join a group (group only therapy) **\$400**

1. INDIVIDUAL THERAPY

- Teletherapy only In-person only I’m flexible!

How many sessions per week do you wish to schedule? _____

2. How long for each session?

- 30-minute individual sessions typically available before 2pm only (\$98) 45-minute individual sessions (\$147)
- *must schedule a minimum of 2 per week** One hour (\$196)

3. Do you have a preference for which speech pathologist works with your child?

***If your child’s speech pathologist is away on vacation or ill, it is usually preferable to schedule with another therapist to maintain

continuity in your child's program and satisfy the "all-year round" client status. ***

If not available or on vacation, may we schedule your child's sessions with another speech pathologist from our practice?

- Yes No

If we have no openings at the times you are requesting, how would you like us to proceed?

- Find another day/time with the speech pathologist I prefer
 Find another speech pathologist who is open the days/times I'm open

4. Days your child is available (please check all that apply):

- Monday Wednesday Friday
 Tuesday Thursday

5. Times your child is available to START each session (please check all that apply):

- 8:15am to 10am 1pm to 2pm 3pm to 4:45pm
 10am to 11:15am 2pm to 3pm

Start times and lunch times are different for each therapist depending on the day

2. GROUP THERAPY I am interested in group therapy for my child.

Groups are used to teach children how to understand and use language (verbal and body language) in an age-appropriate manner in a playful and fun environment with their peers. What days/times is your child available for a group?

3. FAST FORWARD: (\$799-payable just prior to the first day of program, not now for annual membership. \$399 for 3 months: June, July & August)

Fast ForWord is a computer-based, intensive, language/auditory program which is completed at home, with parental supervision, and ongoing weekly support and oversight by the speech pathologist. This program is intended for children 6 years of age and older. Your child's speech-language pathologist should be consulted before you sign up; to make sure it is an appropriate fit for your child. Practice exercises can be done first before you commit. We do not upcharge for this program for our clients which is very unusual for a private practice. We are happy to provide the access to this program and support as part of our work with your child at the same rate we pay Scientific Learning. An informational packet about this program is available. The comprehensive package above ALSO includes the Fast ForWord Reading Assistant software. Would you like your child to participate in Fast ForWord this summer?

- Yes No Maybe - need more information

I have read, understand, and agree to all pages of the Summer Office Policies 2021. I am the financially-responsible parent who will guarantee payment for the program to be scheduled.

(Please print your name here)

* Signature of parent who is financially committing to pay for this program

Date

Signature of Parent with Joint Legal Custody

Date

(*If divorced and sharing joint custody under court order, both parents must sign)

Office Policies: Summer Program 2021

1. **Payment:** Credit card on file or payment by check at the window. Failure to pay in a given week by check will mean that we process fees due on the credit card on file.
2. **Sessions:**
When you have a scheduled therapy time, you are contracting for a specified amount of our professional time (usually 30, 45 or 60 minutes). Direct therapy is usually concluded about 5-7 minutes before the session is over in order to review the exercises with you and answer any questions you may have. All conversations need to take place during the child's scheduled therapy time. With rare exception, we prefer that email communication is not used to query or discuss issues with our therapy staff members as our fees are time-based.
3. **Fees:** For the second year in a row, we are keeping our rates the same for this summer.
Individual Session Fees are: \$98 per half hour; \$147 per 45 minutes, \$196 per hour. Checks are to be made payable to Hamaguchi & Associates.
Groups Sessions are scheduled when appropriate. Fees for each child are: \$138 per 60 minute session for a group of three or more children, \$176 per 60 minute session for a group of 2 children, \$207 for a 90 minute group of 3 or more children. *You will be billed for whichever fee is appropriate, depending upon the number of children attending the group that day.*
4. **Arriving Late to your Session:**
If you are late to arrive at your appointment, your child's session will still need to conclude at the usual time in order to keep our schedule on track and you will be billed for the entire scheduled session.
5. **Late Pick-up of Children After the Session:** Children who are not toilet trained or are unable to independently use the bathroom cannot be dropped off for therapy. An adult must stay on the premises at all times. If a child is able to be dropped off, the parent must be back at our office 5 minutes or more before the session is scheduled to be concluded. *Hamaguchi & Associates cannot provide babysitting services.* Our office staff is busy answering phones and taking payments and cannot supervise children. Failure to return in time for pick-up will result in a contact from our Director. Repeated issues with on-time pick-up will necessitate a parent be required to wait on-site.
6. **Communication with Other Professionals:**
We will be happy to speak to whomever you would like via phone regarding your child's program, (physician, OT/PT, etc.) at no additional charge if the conversation is 10 minutes or less. Consultation fees are required for conversations longer than 10 minutes. An "exchange of information" will need to be filled out, available at the front desk, in order to do so. Max 4 contacts per year without additional charges.
7. **Treatment Plans and Reports:**
Please fill out the "Additional Services" request form. There are fees associated with these additional services.
8. **IEPs and Legal Proceedings:**
We will generally decline to participate in IEP meetings, legal proceedings, or marital/custodial squabbles, particularly as it relates to scheduling and payments. You must work out these issues before contacting our office. Our office will not act as a mediator between custodial parents.
9. **Interacting with Our Office Staff:**
Should there be repeated no-shows or unusual difficulties with rescheduling and/or conflict with our office staff (e.g. becoming hostile when asked to pay for a no-show, rescheduled fee, or late cancellation, demands to avoid fees per contract) the front office has the right to refuse to reschedule any further sessions, and the Director will be asked to intervene and handle all further scheduling/billing situations.
10. **Refusal to honor contract:**

Please understand that our policies are not negotiable and must be uniformly enforced. If you are not prepared to honor these policies, please do not register for services as this is a legal contract. Clients who refuse to honor the office policies are subject to being asked to find another provider for services and having their child's program discontinued.

11. Supervision of Children:

Please make sure you closely supervise your children in the courtyard of our office building. As it is a business office building, please do not let your children run around the courtyard, scream or disrupt the other businesses. Children must remain on the sidewalk at all times.

Questions and Answers About the Summer Office Policies

How can I reschedule sessions?

We will try to accommodate any requests for rescheduling individual sessions, but cannot guarantee our ability to do so, given the very tight schedule our speech pathologists have. Because constant changing of summer schedules has been a problem and resulted in quite a bit of confusion, extra work for our staff, and unexpected unfilled slots, we need to keep changes to a minimum. Once the confirmation schedule has been received, changes to it cause confusion. People tend to forget to write it down, make other plans and want to change it again and again, or insist that the rescheduled date was for another time than our office put on our calendar. Without firm, written and signed-off schedules, there is simply too much opportunity for problems. So for that reason, **all changes in schedule must be confirmed via email, fax, or signed off** at our front window—with the rescheduling policy stated—so there is no confusion or misunderstanding. We will only hold a proposed rescheduled date for 24 hours without some formal, written confirmation. If your plans change *again* and the rescheduled session won't work, we will not reschedule it again. Should there be repeated no-shows or hassles with rescheduling (e.g., becoming hostile when asked to pay for a no-show, rescheduled fee, or late cancellation, demands to avoid fees per contract) the front office has the right to refuse to reschedule any further sessions, and the Director will be asked to intervene and handle all further scheduling/billing situations.

Will my insurance company reimburse me for session fees that are due to a program cancellation or no-show/late notice?

Unfortunately, insurance companies only reimburse therapy sessions that actually take place. Likewise, your Health Savings Account will most likely not allow you to use those funds for cancelled sessions. Therefore, it is important to wait until your plans are firmed up for the summer before scheduling therapy with us.

What if I just decide I want to cancel the whole program? Maybe I decide to do something else or go visit family overseas?

You must also give 14 days' notice to cancel your child's program. Any sessions scheduled during that 14-day period, will be charged, even if your child does not attend them. If you cancel the summer program, you will likely be put on a waitlist if you desire a fall slot as new summer clients have preference.

What if my child finishes his/her program before the scheduled summer sessions are over?

Occasionally, this happens, especially with children who are working on articulation goals, such as and /r/ sound or an /s/ lisp. This of course is good news! However, this can be a sticky situation at times. If the treating speech pathologist does not agree that your child is indeed "finished" you cannot cancel or no-show for sessions simply because you feel your child's speech is "good enough." It is critical that your child's speech pattern is truly corrected, and so any "early program completions" must be signed off and ok'd by the treating speech pathologist.

What if I want to *add* dates after the confirmation form has been signed off?

Sure, we are happy to do that. We simply require that all added dates need to be communicated via email, fax or signed-off in person so there is no confusion as to the date, time and treating speech-language pathologist.