

Office Policies: Summer Program 2011

All fees are payable at the time of each scheduled session. If your child receives therapy more than once a week, you may opt to pay all at once at the end or beginning of each week. Personal checks, Visa/Mastercard, automatic bank withdrawal (ACH) or cash are accepted.

1. **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.

2. **Fees:**

Individual Session Fees are: \$82 per half hour; \$123 per 45 minutes, \$164 per hour. Checks are to be made payable to Hamaguchi & Associates.

Groups Sessions are scheduled when appropriate. Fees for each child are: \$97 per 50 minute session for a group of 3 or more children, \$123 per 50 minute session, for a group of 2 children. Groups for children with special behavior and cognitive needs who require extra adult/SLP support during the group will be billed at the dyad rate. *You will be billed for whichever fee is appropriate, depending upon the number of children attending the group that day.*

3. **Lateness:**

If you are late to 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.

4. **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.

5. **Treatment Plans and Reports:**

Please fill out the "Additional Services" request form. There are fees associated with these additional services.

6. **IEPs and Legal Proceedings:**

We will generally decline to participate in IEP meetings, legal proceedings, or intermarital/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.

7. **Changes in Schedule for Individual Therapy:**

Once you have signed and confirmed your schedule, and have at least 8 weeks/8 hours of scheduled therapy time, we will allow two individual therapy sessions over the summer to be rescheduled at no charge, per child, if we receive at least 3 hours' notice. However, you will still need to pay for those sessions, even if we don't have an availability that works with your schedule. This is especially true during August, when there are very few available openings left. We will need to receive payment at the time of the rescheduling or cancellation, which is usually done via credit card over the phone or ACH, if that has already been set up. If you do not show up or cancel the rescheduled individual therapy session with less than 3 hours' notice, you will also be charged an additional ½ the session fee, on top of your regular session fee, for the missed rescheduled session.

8. **Changes in Schedule for Dyads/Groups:**

Group sessions and dyads (group of 2) are payable in full at 100% once confirmed at the time the appointment was scheduled, regardless of the reason for the cancellation and cannot be rescheduled.

Hamaguchi & Associates Pediatric Speech-Language Pathologists, Inc.

9. **Program Cancellation:**

If you cancel your child's confirmed individual therapy program in writing and it is received by our office prior to June 1st, 25% of the total fee for all sessions is still payable and due. After June 1st, 50% of the session fees are payable, if you have confirmed the program, regardless of whether or not your child attends. Group or dyad (group of 2) appointments cancelled once confirmed are payable in full, regardless of the reason for the cancellation.

10. **"Hit or Miss Sessions":**

Hit or miss sessions are available to clients who received services during the 2010-2011 year with our practice. They are scheduled the week prior to the appointment, usually via phone, for families who wish to have more flexibility. We require an email address or fax number for confirmation. They are paid in full at the time the session is confirmed and are not eligible to be rescheduled. Clients joining the practice after April 1st, 2011 are not eligible for "Hit or Miss" appointments, except to add sessions to an existing program.

11. **Office Courtesy:**

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.

12. **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.

13. **Supervision of Children:**

Please make sure you closely supervise your children in the courtyard of our office building. It is a Japanese contemplation garden, and is not meant to be played on. Please do not feed the fish or let your children pick flowers, throw rocks or any other objects in the water. The bridge is decorative, and has no handrails and should not be played on. 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.

If you are unhappy with your child's services for any reason and feel the program is not working for your child, you should contact the Director, Patti Hamaguchi immediately. We will try to resolve the issue as best we can. *We will usually decline to move your child to another speech pathologist.* If we are not able to resolve the issue to your satisfaction, you will not be obligated to continue your child's summer program or pay for the remaining sessions, with at least 3 hours' notice. Typical reasons for doing this are when a child is not cooperating with the therapist, screaming, crying and resisting the tasks, and therefore not really getting much out of the sessions. We certainly don't expect you to continue a program if your child is not responding well to the therapy. *However, you should be aware that if you cancel a summer program, we reserve the right to decline to schedule any further services for your child in the future.*