

Please sign and date pages 2-7 and return to our front office.



Hamaguchi & Associates
Pediatric Speech-Language Pathologists, Inc.
20111 Stevens Creek Blvd. #145
Cupertino, CA 95014
(408) 366-1098
Fax (408) 366-1011

SUMMER THERAPY 2011 New Client Registration & Scheduling Forms

Thank you for considering our practice for speech-language therapy services this summer. We are very excited to work with your child! Our academic year program officially ends Friday, June 10th. Our summer program will run from Monday, June 13th - Friday, August 19th. The office will be closed on Monday, July 4th. Our fall academic year program resumes on Monday, August 22nd.

The Process:

Most therapy slots are currently filled by our ongoing clients who attend during the academic year. After they have been scheduled in May, services are scheduled on a first-come first-served basis for any new clients. Our summer therapy program requires at least 8 weeks (minimum 45 minutes) or 8 hours of therapy, in order to participate. You should be aware that we have special office policies in place for the summer. These are different from our regular, academic-year program and are attached. Please read them carefully because, by registering your child, you are agreeing to these policies.

Committing to an individual therapy schedule:

Once you have confirmed-in writing-your child's summer therapy schedule, you are obligated to pay for these sessions as follows: Individual therapy sessions cancelled prior to June 1st: 25% of the fees are due. Sessions cancelled after June 1st: 50% of the fees are due if we receive at least 3 hours' notice. You are allotted two appointments to be rescheduled at no charge (with sufficient 3 hours' notice), but we cannot guarantee a timeslot that will suite your needs. Your fees are due on the day the session was to take place. If we cannot find you a suitable makeup date, you will still need to pay for the session, regardless. On the third appointment to be rescheduled, a \$10 rescheduling fee is incurred. Insurance does not reimburse these fees. We require a 3 hour notice to cancel/change all appointments. If you call with less notice or are a "no show", you are still obligated to pay the entire fee and we **will not** reschedule the appointment. (FYI: As a new client, if you find the therapy is not to your satisfaction for any reason, you merely need to give 48 hours' notice to our Director and you are not obligated to continue your program...see office policies)

Committing to a group therapy schedule:

Group and dyad (group of two) summer sessions cancelled after confirmation are billed at 100%, regardless of the reason. This is due to the fact that we have set up the small groups with the intention of pairing very specific children together for clinical reasons. When your child does not attend the dyad or group, it significantly impacts the dynamic of the group. In cases where there is a group of two and the other family does not wish to have individual therapy, the cancellation has a net effect of double the loss for our practice. In cases where we've had a small group of three children, if one doesn't show, the "small group experience" is significantly changed. Rather than packing our groups with 8-10 children as some practices do, we prefer the intimacy and specialized attention of our small groups, but attendance—and our ability to plan the composition of the groups with certainty—is critical if we are to continue them.

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**Request for Summer Services: Hamaguchi & Associates
Pediatric Speech-Language Pathologists 20111**

Child's Legal First Name: _____
Pronunciation (if unusual): _____ Nickname: _____
Child's Last Name: _____
Pronunciation (if unusual): _____
Date of Birth: _____ Age: _____ Male ___ Female ___

Address _____
City/Zip _____
Home Phone _____
Best way to reach you during business hours _____

Mother's/Guardian's/Partner's Name _____
Occupation _____ Employer _____
Email: _____ Cell: _____

Father's/Guardian's/Partner's Name _____
Occupation _____ Employer _____
Email: _____ Cell: _____

Does your child have a diagnosis?
 Yes If yes, what is the diagnosis? _____
 No

Has your child (or sibling) ever received services of any kind with our practice?
 No
 Yes If so, when? _____

Who was the treating speech pathologist? _____

How did you hear about our practice? _____

What we need from you prior to beginning therapy: Please make sure we have the following:

1. Summer Registration & Scheduling Forms, along with the equivalent of 2 sessions' fees. (If attending group and individual, the equivalent of one group and one individual session). You may want to consider signing up for ACH (automatic bank withdrawal) so that you don't have to come to the window for payment each time.
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 difficulty, we will need to perform an evaluation first.

What services are you requesting to be scheduled?

- Assessment (page 3)**
- Consultation with Patti Hamaguchi (Skip to page 4)**
- Individual or Group Therapy Services (Skip to page 5)**

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

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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, drop it off, email it (frontoffice.hamaguchi@gmail.com), or mail this form, plus your letter, to our office:

Hamaguchi & Associates: Attn: Scheduling
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 assessment process, including our fees and scheduling process prior to submitting this form. Please tell us why you would like an assessment for your child at this time (concerns, etc.) The first appointment will be with Patti Hamaguchi on a Monday or Friday morning, with the rest scheduled with the other SLPs. At this time, we are completely booked for summer assessments that require a full, comprehensive written report. However, we can accommodate a limited number of additional assessments if no report is required or if the parent is able to wait until September for the full, written report. This is due to Patti Hamaguchi's research and traveling schedule this summer. Our apologies. However, Patti is able to meet with parents and review the report as soon as the testing has been completed and scored, in order to put together an appropriate summer program for your child.

I would like the following type of assessment:

- Screening (For preschoolers/toddlers to determine if a full assessment is necessary) \$129
Applied to a full assessment if scheduled within 3 months
- Articulation Screening (for 1-2 sound errors or possible developmental errors, prorated for time spent; typically 45 minutes) \$129
- Articulation/Oral-Motor Assessment \$475
- Stuttering Screening \$129
- Birth-age 6 comprehensive speech-language assessment \$1250
- Age 6 and up comprehensive speech-language assessment (includes auditory skills component) \$1500
- 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."

***Please fill out page 5 after completing this section if you are not requesting therapy at this time**

Consultation Appointment: (for children who have previous testing or parents who are not sure where to start) *Appointments are scheduled for an hour, with any additional time being pro-rated at our therapy rate.*

We often have parents come to us with previous reports and testing from other specialists such as speech-language pathologists, developmental pediatricians, multi-disciplinary teams, neuropsychologists, audiologists or educational therapists which indicate difficulties in related areas such as language or auditory processing. Often the child comes to us with a diagnosis such as autism spectrum disorder language delay, social language difficulties or auditory processing disorder. They are not sure if their child needs additional testing and if so, does a whole new comprehensive assessment need to be done or can we manage with perhaps some supplemental testing? If therapy is indicated, what would it entail at Hamaguchi & Associates? Which therapist would be the best match? Other times,

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parents have questions and concerns regarding whether their child should even be tested, or if he/she is too young, etc. These are excellent questions and as you can imagine, the answer depends upon what information you bring to us, how recent the reports are, and the nature of your child's difficulties. Our goal is to provide the best therapy services we can to your child, but also to minimize the amount of testing your child has to endure and the financial burden a comprehensive assessment involves. Whenever we can minimize testing, we do. In some cases, such as for very young children or those who are minimally verbal or non-verbal, formal testing is not terribly helpful. For children with auditory processing disorders, we will need to make sure that weak language processing, phonemic processing, auditory memory and inattention have been ruled out as contributory factors.

In general, the best way for us to proceed is for you to send all previous reports to us (if you have any), as well as a patient history form, which will be reviewed by Patti Hamaguchi. She will then let the front office know how she would like to proceed. In most cases, we will suggest an initial meeting (consultation) with her. During the first part of the meeting, she will speak with the parent (s) and the second part of the meeting will be spent with the child. If your child is too young or unable to stay in the waiting room independently (with the front office keeping an eye from the window) it is helpful to bring another adult to watch your child. The parents are typically encouraged to stay in the room and observe Patti interacting with the child. After this has happened, Patti will counsel you as to whether or not we can proceed with therapy with the information we already have, if we can make do with supplementary testing or if a new, comprehensive assessment is indicated. *In such a case, the fee for the consultation is applied to the flat rate for the assessment.*

What questions would you like us to answer during the consultation session?

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For Office Use Only:			
Date Recvd: _____	Parent called: _____	by: _____	Reg Fee collected : <input type="checkbox"/> yes <input type="checkbox"/> no
ACH: <input type="checkbox"/> yes <input type="checkbox"/> no	Conf. Sent: <input type="checkbox"/>	Signed Conf. Recvd: <input type="checkbox"/>	

Child's Name _____

Summer Speech-Language Therapy Scheduling Request Form

1. INDIVIDUAL THERAPY:

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

2. How long for each session?

- | | |
|---|--|
| <input type="checkbox"/> 30 minute individual sessions typically available before 2pm M-F only (\$82) must schedule a minimum of 2 per week | <input type="checkbox"/> 45 minute individual sessions (\$123) |
| | <input type="checkbox"/> One hour (\$164) |

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

- | | | |
|----------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Wednesday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Thursday | |

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

- | | | |
|---------------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> 8am to 10am | <input type="checkbox"/> 12pm to 2pm | <input type="checkbox"/> 4pm to 6pm |
| <input type="checkbox"/> 10am to 12pm | <input type="checkbox"/> 2pm to 4pm | |

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

5. GROUP THERAPY:

Are you interested in a social language group for your child?

- Yes No

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. We are also planning to create additional groups, so if you are interested in a group but the days/times listed below don't work for you, please let us know. What days/times is your child available for a group?

6. I am registering my child for the following weeks:

- June 13th (Amie will be out the 13th-15th)
- June 20th
- June 27th (Michelle will be out this week)
- July 4th (July 4th the office is closed. Kristen will be out the 8th. Michelle & Jen will be out this week)
- July 11th (Michelle will be out this week)
- July 18th (Michelle will be out this week)
- July 25th
- August 1st (Kristen will be out this week)
- August 8th
- August 15th

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I have read, understand, and agree to all pages of the Summer Office Policies 2011. I am the financially-responsible parent who will guarantee payment for the program to be scheduled.

(Please print the name of the parent who is financially committing to pay for this program and has the legal authority to approve the services for the child being registered.)

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

Date

(*If divorced and sharing joint custody under court order both parents must sign and agree to therapy, regardless of who is paying for the services.)

(Please print other parent's name)

Signature

Date

Please help us understand your child's needs better by checking off all the areas below which are currently a concern:

- | | |
|--|---|
| <input type="checkbox"/> Articulation (pronouncing words more clearly) | <input type="checkbox"/> Learning how to put phrases and sentences together |
| <input type="checkbox"/> Oral muscle strengthening and coordination | <input type="checkbox"/> Listening to a story and being able to answer questions about it |
| <input type="checkbox"/> Learning to talk (non-verbal child)
Learning how to point to pictures or objects | <input type="checkbox"/> Learning to tell what happened, retell a story |
| <input type="checkbox"/> Learning how to relate to people more normally (looking at the person, making conversation) | <input type="checkbox"/> Stuttering/ Dysfluency |
| <input type="checkbox"/> Understanding basic concepts | <input type="checkbox"/> Auditory processing (understanding what is said) |
| <input type="checkbox"/> Speaking in grammatically-correct sentences | <input type="checkbox"/> Auditory development due to hearing loss |
| <input type="checkbox"/> Learning how to ask questions | <input type="checkbox"/> Auditory Memory (remembering what was said) |
| <input type="checkbox"/> Needs to talk more; short answers and little elaboration | <input type="checkbox"/> Phonemic Awareness Development |
| <input type="checkbox"/> Learning how to answer questions when asked | <input type="checkbox"/> Expressive language for higher level tasks (explaining, describing, retelling) |
| <input type="checkbox"/> Learning how to follow directions | <input type="checkbox"/> Social Language/Pragmatics/relating to other children |
| <input type="checkbox"/> Learning how to say more words | |
| <input type="checkbox"/> Other: _____ | |

We currently do not have anyone on staff who handles feeding, voice disorders, AAC devices, or severe cognitive/muscular/behavioral disorders

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Which best describes your child?

- Is difficult to engage in structured activities
- Very active, but can be motivated to stay on task
- Very active, and can be challenging to keep focused
- Fairly quiet and sensitive; a little shy
- Outgoing, personable, and very sociable
- With the right motivation and choice of activities, can be focused
- An enthusiastic participant in adult-directed activities
- Variable, sometimes focused and cooperative, other times can be off-task
- Attends easily, and is usually cooperative
- Is not happy about the prospect of coming for speech therapy or an assessment
- Sometimes anxious and needs someone with a gentle, sweet personality
- Can be strong-willed/controlling and needs someone with a firm and authoritative personality
- Cries, screams or is easily upset if not given what he/she wants
- May try to run away, crawl under the table or refuse to cooperate
- May have difficulty separating from parent
- Has difficulty attending for a full 20 minutes
- Can attend for 20-30 minutes at the most
- Can attend for up to 45 minutes at the most
- Can attend for up to 60 minutes at the most

Questions and Answers About the Summer Office Policies

What if I change my mind? I haven't decided what programs my child will participate in yet, and we haven't firmed up our vacation schedule. Can I cancel the program if I change my mind?

As many of our veteran families know, during our summer program, we have different attendance policies than the rest of the year. Normally, we have a 2-week cancellation of program policy. *This is not the same for the summer program though.* Once you schedule sessions for the summer program and have confirmed the schedule, you are contractually obligated to pay for these sessions, even if you end up making other plans or your child does not attend them. If you cancel individual summer appointments before June 1st, you are financially obligated to pay 25% of the total sessions scheduled. After June 1st, 50% fees are payable for the program you have set up (full payment if less than 3 hours' notice). Group cancellation policies are different, with 100% of your fees payable once you confirm the summer program. So if you are not sure at this point, you should wait until your other plans are firmed up. However, we may not have an opening that will suit your needs if you wait.

What if I schedule a summer program, but need to cancel some of the dates and times because our schedule has changed?

After you register your child, you will receive a confirmation slip that details the days/times your child is scheduled for speech therapy by about April 26th. You will need to sign off on this and return it within 10 days of when we mail it, in order to hold these appointments. If you need to cancel an appointment for any reason including illness after you have signed off on the confirmation, you are still financially obligated to pay for all sessions you have scheduled. Once confirmed, individual cancellations before June 1st incur a 25% fee of all sessions scheduled. After June 1st, ½ the program fee is due for all sessions scheduled and subsequently cancelled. In these cases, you should consider trying to reschedule as many as sessions as possible instead. Group sessions are different, and once you confirm the summer program and we have set up your child's group based on your child's attendance, you are billed 100% for the program, whether your child attends or not.

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. Therefore, once you have signed and confirmed your child's individual therapy schedule, we will allow two sessions over the summer to be rescheduled at no charge, per child, if we receive at least 3 hours' notice and you have booked the minimum 8 weeks or 8 hours of sessions. (Group sessions are not able to be rescheduled and are payable in full once confirmed.) 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

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automatic bank withdrawal (ACH), if that has already been set up. If you do not show up or cancel the rescheduled session with less than 3 hours' notice, you will also be charged an additional ½ the session fee for the missed rescheduled session. The reason for this is because in years past when we have extended this option as a courtesy, it has been abused significantly. Timeslots were rescheduled and no-showed or cancelled at the last minute at the same time we were turning away clients for those same spots. 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. *After the two complimentary reschedules have been used, all rescheduled sessions will incur a \$10 fee.*

As a long-time client, can't I negotiate these fees?

Unfortunately, no. It isn't fair for us to apply our policies to some families and not others. The front office is instructed by the Director to apply our policies consistently, for every client. If you register for summer services, you are expected to honor the policies and your contractual obligations no matter how long you have been receiving services at our practice.

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?

Once confirmed, if you decide to cancel all individual therapy appointments by June 1st, you will be financially obligated to pay 25% of all sessions you have scheduled. After that time, 50% of the sessions reserved will need to be paid for. The front office is not permitted to waive these fees. Group fees are 100% payable once confirmed.

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.

What if I am unhappy with the services or my child is not cooperating?

This is a very rare situation, but 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.*