CD608/603/402
PREPARING FOR YOUR CLINICAL PLACEMENT

Please review the following information to prepare for your clinical placement at the Center for Speech Hearing (CD603/CD402). If you have questions or need assistance, please contact the Clinic Coordinator (Mrs. Amy Herren), the Center's administrative assistant (Bashair Ahmad), the clinic graduate assistant (Emily Briese), or the clinic student worker (Kristina Allen).

Click on the title to locate the associated section in this document.

Updated June 27, 2022

1. What do I need to do to be eligible to participate in clinic?

Proof of completion of the following items MUST be turned in to the Center upon beginning clinical practicum

1) Proof of **negative results of the TB test** (turned in while enrolled in CD406 Service Delivery or the first semester of CD603 Graduate Clinical Practicum)
2) Proof of liability insurance through submission of the **Certificate of Insurance**
3) **Background Check** (register through the MO Family Care Safety Registry)
4) **American Red Cross CPR/First Aid Training**
5) Registration with CALIPSO, our online clock-hour and skill verification system

Please submit these documents via email to the dropbox links provided in the Canvas module. Please let Mrs. Herren know if the cost of these items is an issue. If they are not submitted by the first day of clinical practicum, you will be dropped from clinic and your clients will be reassigned. Students who have expiring insurance coverage will have been notified. You must provide a new Certificate of Insurance or you will be dropped from clinic and your clients will be reassigned.

2. How do I get a nametag/badge for clinic?

You will receive one in your clinic mailbox. Please wear your nametag at any time that you are conducting clinical activities. If there is an error in spelling or in your credentials, please let Bashair Ahmad know, and she can print another badge for you.

If you are an undergraduate student, please turn in the name tags at the end of the semester to avoid a charge of $3.50 to your student account.

3. How do I receive my clinic assignments?

Check ClinicNote for your assignments. Make appointments with each of your supervisors ASAP. Make this your first priority! This meeting must take place the first week of the semester if possible. Use SupportNet to schedule meetings. You should prepare a rough draft of your Lesson Plan to your meeting if you are a graduate student.

4. What do I need to do before I meet with my supervisor?

Review your client's electronic medical record as instructed in the online module on Canvas. Bring a laptop or tablet to the meeting with your supervisor if meeting in person. If you do not have this type of device, please let your supervisor know so that a computer is available for your meeting. We have several Chromebooks and iPads available for loan (through AssetTiger) in the clinic.

If you need access to the client's paper file, which primarily only contains test protocols and should be rare, sign the checkout sheet (brown paper) on top of the file cabinet to check out the files. You may not remove these files from the Center for Speech and Hearing. This violates HIPAA and confidentiality rules. You must return the file as soon as you have finished reviewing it.

5. When is the Center open for clinic?

Clinic appointments begin the 2nd week of the semester and continue through the Friday before Finals week. At that time, the clinic will open at 7:30am and close at 6:00 pm Monday through Thursday. On Fridays, the clinic will be open from 7:30am until 11:30am. Please notify the coordinator or the clinic graduate assistant if you need to stay after hours.

6. What do I need to review in the client's electronic file?

Read the Diagnostic Report, the Treatment Plan, the most recent Semester Progress Report and SOAP note. Please feel free to review other documents in the chart as well to gain a better understanding of your client. You can also review prior sessions using CORS (face-to-face sessions) or OneDrive (teletherapy sessions).

7. What type of documentation do I complete for my client?

The *Lesson Plan* is the outline you create that details the activities, cues, and expectations (ACE) for your sessions with each client for the upcoming week. The *Daily Treatment Note* is your session note. The *Diagnostic Report (or Re-Evaluation Report)* and *Treatment Plan* are completed after evaluations or updated as needed. The format for each document will be reviewed during clinic lectures.

Your first Lesson Plan will be for the first week of clinic appointments. Create a rough draft and upload it to your client's file prior to your first meeting with your supervisor if you are a graduate student. After your meeting, your draft is due to your supervisor in ClinicNote by 12:00pm Friday. Lesson plans will be due every Friday at 12:00pm for the remainder of the semester. Daily treatment notes ("SOAP" notes) are due within 24 hours in the fall and spring semesters and by the end of the day in the summer semester.

8. What if my client wants me to share information with another provider?

Each time that a client requests that records be sent or received from another facility or person and each time that a new person observes or discusses the client with you or your supervisor, an Authorization to Release Information form must be completed. You will find this form in CSH131 (Admin Office).

9. How do I checkout materials from the clinic?

Materials are located in CSH113, CSH131, and the Student Work Room. Many of the materials, such as diagnostic tests and treatment kits, must be checked out using AssetTiger, our online inventory management system. You will receive an invitation to sign up for AssetTiger, and then use your phone or the clinic's iPad to check items out. Refer to the **AssetTiger Manual** posted to Canvas for additional instructions. Do not take individual items out of the kit. Take the entire kit with you. You must return the materials to the check-in area immediately after they have been used during daytime hours. Do not re-shelve materials these materials on your own; please place them on the desk so clinic staff can review the item to ensure it is intact.

You are able to check out materials overnight, but only after 5:00 pm. The item must be returned by 8:00 am the next day (or the next day clinic is open if over the weekend or break). Obtain permission from Mrs. Herren if you will need an item longer than that. There are hundreds of items including treatment materials and diagnostic tests in the **Instructional Materials Center in Kent Library**. You can locate the item in the Catalog or via the IM

Center Inventory excel file uploaded to Canvas on the course page. Whenever possible, use the IM Center diagnostic materials!

10. How do I return toys, books, or other items to the clinic after using them in my session?

Put games, toys, and card decks in the location they were found immediately following your session. Toys and games go in the Materials Room (CSH113). Card decks and craft materials are located in the upper cabinets in the Student Work Area. Return storybooks to the green tub on the bookshelf in Room 113 for re-shelving. The inventory of books is located on top of the bookshelf. Please contact clinic staff or Mrs. Herren if anything needs repair or cleaning. For more detail regarding the available materials, see the Clinic Materials module located on Canvas.

11. What do I do if I cannot find what I need in the clinic inventory?

First, check to be sure that the item is not checked out by looking in the checkout card box. Second, check the shelf where the item should be stored according to the inventory number on the inventory list (located in AssetTiger). Third, check with clinic staff or Mrs. Herren for assistance with locating the item.

12. What do I do if the materials or equipment that I need to use does not work or it is not in my treatment room?

Most of the time, the problem affects other students, and your prompt notification will assist everyone! If you find any damaged items either in the clinic inventory or in the materials provided to you, please contact clinic staff or Mrs. Herren to notify them of the problem. You can mark an item as *broken* in AssetTiger. If there are computer problems (viruses, software not working, etc.) or issues with equipment (dead batteries, broken parts, etc.), please e-mail clinic staff or Mrs. Herren immediately and we will get the repairs or replacements completed ASAP. If you need particular items for clinic (dry erase markers, etc.) or cleaning of the treatment room (whiteboard, chairs, etc.) please notify clinic staff. We will try to attend to your request within 24 hours.

13. How do I get a locker? What can I keep in my locker?

Students enrolled in clinic can request a locker assignment by contacting Bashair. Do not store food items in the lockers unless they are contained in sealed plastic containers to avoid infestations of insects or rodents. Keep personal belongings in lockers for security purposes. Do not bring personal items into treatment rooms.

14. How do I know my client has arrived?

The clients sign in electronically when they arrive. They will be in the Waiting Room or in the Parking Lot. The front desk will call back to the Student Work Room to let you know that your client has arrived. If you have not received a call by the start time for your session, please go to the front desk to check if your client has arrived. Please promptly greet your client by the expected start time and take them back to your treatment room. If the client is arriving late or if the appointment is cancelled, you be notified via email.

15. What should I do if I wake up ill and I have clinic that day?

Students with 8:00 am clients should call the client and the clinic (573-651-2050) if there is an emergency absence. Protect the telephone numbers to maintain confidentiality (use OneDrive to locate client information) and be professional in your communication. Do not have others call for you. This is your responsibility.

If you are absent from appointments other than 8:00 am, call the clinic at 573-651-2050**.** Give your name, client name, time of appointment, supervisor's name and the reason for your absence to the person who answers the telephone. This information is necessary to correctly notify others of the cancellation.

Absences from clinic should only be for emergencies.

Serious illness on your part and a death in your immediate family are examples of emergencies which are excused. You will be expected to reschedule any missed appointments that are cancelled by you regardless of whether they are excused.

Schedule the replacement sessions immediately upon your return to clinic after consultation with your supervisor. Please do not consider the last week of clinic at the end of the semester as "make-up days". This is a busy time for supervisors and students. Reschedule missed appointments that are cancelled by the students immediately upon return from your absence. Ask Mrs. Herren for assistance in locating an available treatment room.

In Case of Quarantine or COVID-19 Diagnosis…

Each client seen in-person has a clinician assigned as an alternate. Please notify Mrs. Herren, the clinical supervisor, and the alternate as SOON as you know you must quarantine. You can consult ClinicNote to determine who the alternate clinician is if you forget. That way, the client does not miss 2 weeks of treatment. Please follow university procedures as outlined in the Protect the Nest plan.

16. What if a person wants to observe the session?

If you know in advance your client's caregiver or family member wants to observe in-person sessions, let the Center administrative assistant know. We will provide the family with a secure log-in so they can observe from the parking lot, Waiting Room, or Observation Room. Caregivers in the Center can also borrow a laptop computer or iPad from the Center. Read the **CORS Caregiver Observation Guide** for how to set it up.

No observer can make a recording of any kind of the treatment session.
Children may only accompany the adult into the observation room if the family is the only one in the observation room. An alternate room can be assigned to ensure privacy and safety as needed.

17. Can anyone observe my client in the session?

Only parents or guardians or HIPAA-trained students and faculty may observe the sessions unless the parent/guardian or client has given permission to other persons. They must complete the Authorization to Release Information for anyone else to observe the session.

18. If am I working with a younger client who needs to use the restroom, what do I do?

If the child is able to use the restroom independently, stand outside the door and wait for them. Remind them to wash their hands. If the child is not able to use the restroom independently, ask the caregiver to assist the client with using the restroom. Do not accompany the child into the restroom. If the caregiver asks you to accompany the child, politely decline and ask the caregiver to assist the child.

19. How do I maintain client confidentiality in the clinic?

Enter the clinic through the Staff Entrance (side entrance on Watkins Drive) rather than through the waiting room. Greet your clients in the parking lot or waiting room. Direct them through the door to your treatment room. All conversations regarding the clients must be conducted in the parking lot or an isolated area, unless the caregiver gives you permission to discuss the session in a different area (ex: the Waiting Room). Do not discuss clients in the waiting room or hallways unless you have permission from the caregiver. If you have teaching to do regarding home practice, then ask the caregiver to come back to the treatment or conference room for five minutes at the end of the session and conduct the teaching in private.

20. Where do I save my clinic documentation? Where can I work on it?

ClinicNote is our online electronic medical record system. This has the added benefit of allowing you to work on clinic documentation from home. Only work on your documentation in a secure, private space, as doing so around others (such as at a coffeehouse or in a cafeteria) would violate HIPAA and client confidentiality.
Find additional training for ClinicNote on Canvas. Use OneDrive to upload files you are not able to upload to ClinicNote, such as treatment materials, audio recordings, or videos.

21. Can I eat in the clinic?

No food may be consumed in any treatment rooms unless associated with a diagnostic or intervention activity.

The Life Skills kitchen is also available for preparation of food. Please observe the guidelines for use of the Life Skills kitchen which are posted in the kitchen next to the reservation list. Please reserve the kitchen by placing the student clinician name, client number and time on the calendar.

Students may eat in the Student Work Room or the CSH127 classroom in the clinic. Use the room deodorizer provided in the work area to eliminate strong food odors. We ask that any leftover food be thrown away in wastebaskets located within the restrooms, which are emptied daily. Take note that all other waste receptacles are only emptied one time per week, a schedule over which we have no control. Please do your part to help keep our clinic clean!

22. What do I wear to clinic?

Please observe professional dress in the clinic areas and act professionally. Professional dress includes either scrubs (solid, SEMO colors only) or “business casual”. See the document **Professional Appearance in Clinical Practicum** located in Canvas. Note that the definition of business casual may take on different meanings to different people; clarify with your supervisor if you are unsure. Please dress functionally, especially if you are working with children. Remember that you are on camera. Please take that into consideration when choosing your attire.

23. Is paper provided for printing in the clinic work area?

We have worked hard to "go green" and minimize the need for printing in our clinic. Please limit your printing to MUST HAVE items. These include:

- Handouts for families
- Communication boards (Boardmaker, etc).

Please use both sides of the paper whenever possible and print in black and white. Color printing is available but extremely limited. Only one computer is available for color printing currently in the Student Work Room (HP Deskjet).

When choosing treatment materials or performing data tracking, please an electronic format whenever possible. Clinic iPads are available in Room131 for items such as digital books and family surveys.
Do not use clinic paper for printing your class assignments, personal documents or handouts for your classes. Print on your personal printer or in one of the computer labs on campus. You should not print clinic documents in any other areas than the work area due to HIPAA and confidentiality requirements. Laminating sheets are available by request (see the graduate assistant).

If you need copies of materials for your clinic sessions, you are welcome to use the copier in the Secretary Office (CSH 131). You may not use the copier/printer in the office to make personal copies or copies for class. You can also use the copier in the Communication Disorders office in the Grauel Building. Again, please consider alternatives to printing or making copies whenever possible.

24. Why are there so many rules about clinic?

Our clients are paying customers from our community. They expect to be provided with professional and effective services. You are training for a profession that will continue to be highly respected, as it is now, if you uphold the profession by your exemplary behavior.

25. How does my supervisor communicate with me about my work in clinic?

Your supervisor will provide written and verbal feedback to you regarding your work in clinic. You may get a written evaluation at the end of the session in your clinic mailbox or an e-mail. You may have a shared communication log, such as a shared Word document. Work the communication method out with your supervisor. The supervisor may speak briefly with you directly after the session. If necessary, the supervisor will ask you for an appointment for a lengthier conversation or for teaching a new clinical skill. The supervisor is not required to provide a written critique after every session.

We also have an integrated talk-back system that allows the supervisor to provide brief information or instruction to you during your session.

- **Please bring your own earbud to use with the receiver**.
- The receiver should hang around your neck in order to function properly.
- This receiver must be turned on to the **volume 2, Channel 1**.

If you do not have an earbud, please check with clinic staff or your supervisor to borrow one for your session. You should provide this on a regular basis.

Can I present my supervisor with my ideas for a new or different approach with my client?

YES!! We encourage this type of relationship between you and your supervisor. The supervisors will work hard to establish an open line of communication with you and respect your opinions as a developing clinician. If you have new or different ideas for how to best serve your client, or if you have questions about an approach or technique, please share them with your supervisor. We want to see you gain independence and confidence in your clinical decision-making.

What do I do if my supervisor and I have a disagreement?

If there is ever a communication issue between you and your supervisor, please contact Mrs. Herren or the department chair, Dr. Jayanti Ray, for assistance.

26. How often does my supervisor watch my session?

The ASHA requirement is that there be observation of 25% of each client's services with more time for observation as the clinician requires. Therefore, you may have more frequent feedback and observation during the beginning of the semester and less as the semester progresses based on your skill development and the client's needs. If you feel you need additional support, it is your responsibility to go to your supervisor and request a meeting to discuss your concerns.

> As your supervisor will not be observing 100% of each session, please be sure to bring up any concerns promptly and directly. Each session will be recorded via our video observation system, CORS, or via Zoom recordings, and sessions can be reviewed if needed.

27. What do I do in case of an emergency?

A supervisor will always be available in the building in case of emergency. Please refer to the campus Emergency Preparedness site for additional information. Weather procedures specific to the Center for Speech and Hearing are available on Canvas and will be shared again via email when concerns for inclement weather are present.

28. What do I do if I have more questions?

Mrs. Herren, your clinical supervisors, and our clinic staff are always more than happy to answer ANY questions you may have! We want you to feel as comfortable and prepared as possible during your time at the Center!

Have a great semester in clinic!

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