

CD603/402

PREPARING FOR YOUR CLINICAL PLACEMENT

Please review the following information to prepare for your Fall 2018 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 clinic graduate assistants (Madeline Gaul and Alison Theobald), or the clinic volunteer (Maria Grindstaff).

FAQs

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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 Mrs. Herren by **August 20, 2018**.



- 1) Proof of **negative results of the TB test**
- 2) Proof of liability insurance through submission of the **Certificate of Insurance** (~\$100.00)
- 3) **Background Check** (register through the [MO Family Care Safety Registry](#); \$14.25)
- 4) [American Red Cross CPR/First Aid Training](#) (\$25.00)
- 5) Registration with CALIPSO, our online clock-hour and skill verification system (\$80.00)

Please submit these documents via email (aherren@semo.edu) or on paper to Mrs. Herren's mailbox in the Center for Speech and Hearing (located in CSH131). Please let me know if the cost of these items is an issue.

If they are not submitted by this date, 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.

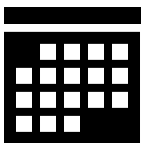
2. How do I get a nametag/badge for clinic?



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 notify the clinic graduate assistants, Madeline Gaul and Alison Theobald, and they 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?



- 1) Check your SEMO [Outlook Calendar](#) and your SEMO email for additions/changes to your clinic assignments.
- 2) **Make appointments with each of your supervisors ASAP. Make this your first priority! The meeting must take place Aug 20 – Aug 24.** They should have a schedule of appointment times on their office doors in Grauel or offer you an electronic link to make an appointment.
- 3) You should prepare a rough draft of your [Lesson Plan](#) to your meeting.

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



Before your meeting, you will receive a notification that you have **OneDrive** access to your client's electronic file. Bring a laptop or tablet computer to the meeting with your supervisor. If you do not have this type of device, please let your supervisor know so that a computer is available for your meeting.



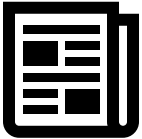
If you need access to the client's paper file, which primarily only contains test protocols and should be rare, sign the checkout sheet (brown paper) on top of the file cabinet to check out the files. **You may not remove these files from the Center for Speech and Hearing.** This violates HIPAA and confidentiality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

5. When is the Center open for clinic?



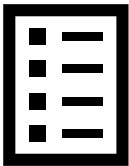
Clinic appointments begin on **September 4, 2018** and continue through **December 7, 2018**. At that time, the clinic will open at **7:30am** and close at **6:00 pm** Monday through Thursday. On Fridays, the clinic will be open from 7:30am until 3:30pm. Please notify the coordinator or the clinic graduate assistants 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 Summary and SOAP note.** Please feel free to review other documents in the chart as well to gain a better understanding of your client.

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 *SOAP Note* is your weekly treatment summary. The *Diagnostic Report* and *Treatment Plan* are completed after evaluations. The format for each document will be reviewed at the first CD603/402 lecture meeting on **Monday, August 20, 2018 (time TBA)**.
- **Your first Lesson Plan will be for the week of September 4-September 7, 2018.** Create a rough draft and upload it to your client's file **prior to** your first meeting with your supervisor. After your meeting, your revision is due by **12:00pm Friday, August 24, 2018** to allow the supervisor extra time to revise it with you the following week if needed.
- Starting Friday September 7th, **lesson plans and SOAP notes will be due every Friday at 12:00pm for the remainder of the semester**, except for Friday, November 23 (*Thanksgiving Break*).

8. What forms do I need to give my client on the first day of clinic?

There are five items that must be current for each client. Please provide the family with a copy of signed forms.



- 1) **Clinic Patron Letter** (renewed **every semester**)
- 2) **Authorization to Provide Services** (renewed annually)
- 3) **HIPAA Notice of Privacy Practices** (renewed annually)

4) **Financial Policy** (renewed annually)

5) **A scanned copy of their insurance card in their OneDrive file**

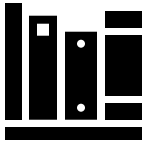
Blank forms are in CSH131 (Secretary Office). The clinic volunteer, a clinic GA, or Mrs. Herren can assist you in locating these forms. Once signed, please scan and upload these documents to your client's file in OneDrive and place in the folder entitled "Scanned Clinic Documentation."

9. 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 (Secretary Office).

10. How do I checkout materials from the clinic?



- Many of the materials in the Materials Room (CSH113) require a formal checkout procedure. Write your **full name and date** on the library card that comes with each workbook or kit and place it in the metal file box in the materials room.
- Some diagnostic materials are currently located in CSH131; place sign-out cards in the small white box on top of the file cabinet.
- **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 the volunteer 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 Moodle on the CD603 class page.

Whenever possible, use the IM Center materials!

11. How do I return toys, books, or other items without sign-out cards to the clinic after using them in my session?



- Put games, toys, and card decks in the location they were found. 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 table in Room 113 for re-shelving. The inventory of books is located on top of the book shelf.
- Please contact the clinic volunteer or Mrs. Herren if anything needs repair or cleaning.

12. 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 on the table in CSH113 and on Moodle).

Third, check with the clinic GAs, the clinic volunteer, or Mrs. Herren for assistance with locating the item.

13. 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 the clinic GAs, the volunteer, or Mrs. Herren to notify them of the problem.
- If there are computer problems (viruses, software not working, etc.) or issues with equipment (dead batteries, broken parts, etc.), please e-mail the clinic GAs 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 the persons above or the clinic volunteer in Room 113. We will try to attend to your request within 24 hours.

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



- Students enrolled in clinic can request a locker assignment by completing the agreement in Moodle and contacting Mrs. Herren.
- 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.

15. How do I know my client has arrived?



The clients sign in at the office when they arrive on the first day and every day during the semester. They will be in the Waiting Room. The clinic GA will call back to the Student Work Room to let you know that your client has arrived.

Please promptly greet your client by the expected start time in the waiting room and take them back to your treatment room.

If the client is arriving late or if the appointment is cancelled, you be notified via an appointment cancellation in **Outlook Calendar** with a reason for cancellation (if known).

16. 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.

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



- If you know in advance your client's caregiver or family member (up to two adults per client) will want to observe, please reserve a laptop computer in the observation room. The clinic GA can assist you with learning how to set the computer 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. Otherwise, please have the family stay in the waiting area.

18. Can anyone observe my client in the session?



Only parents or guardians may observe the sessions unless the parent/guardian or client has given written permission to other persons.

- They must complete the **Authorization to Release Information**.
- This includes grandparents who may be bringing children to clinic and adult children of the client.

19. How do I maintain my 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 waiting room and direct them through the door to your treatment room.
- All conversations regarding the clients must be conducted in the treatment or conference rooms. **Do not discuss clients in the waiting room or hallways.**
- If you have teaching to do regarding home practice, then ask the caregiver to come back to the a 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?



- We have recently shifted to an electronic system (Microsoft OneDrive). 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.
- A procedure for how to upload and save files is located on Moodle.

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 is defined as “business casual”. See the document *Professional Appearance in Clinical Practicum* located in Moodle.
- 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! People will be viewing you from *above*. 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:
 - Diagnostic reports (the final version only)
 - 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 use an electronic format whenever possible. Clinic iPads are available in Room 131 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.** Bring your own paper for these purposes or print on your personal printer or in one of the computer labs on campus. You cannot print your clinic documents in any other areas than the work area due to HIPAA and confidentiality requirements.
- Laminating sheets are available by request (see Mrs. Herren).



If you need copies of materials for your clinic sessions, you are welcome to use the copiers 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.**

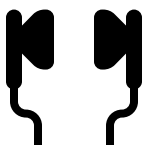
24. Why are there so many rules about clinic?



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.

25a. 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 via e-mail. 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 have an emergency and do not have an earbud, please check with the clinic GA or your supervisor to borrow one for your session. This is for emergencies only. You should provide this on a regular basis.

25b. 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.

25c. 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. Marcia Haims, for assistance.

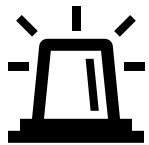
27. How often does my supervisor watch my session?



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 likely 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, and portions of sessions can be reviewed if needed.

28. 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 Moodle and will be shared again via email when concerns for inclement weather are present.

Have a great semester in clinic!