

Updated June 7, 2023

# **CDS Graduate Student CLINICAL CENTER HANDBOOK**

## **2023**

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Speech-Language & Hearing Services Policies and Procedures

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### **Clinician Credentials**

All clinicians must wear their identifying badge and lanyard while on CC premises. The badge permits access to CC rooms and resources.

### **Clinic Assignments**

Clinic assignments are made at the discretion of the Coordinator for Speech and Hearing Services. Client appointments are scheduled Monday-Thursday, 8:00am-5:00pm, considering the graduate class schedule. Evening appointments may be scheduled at the supervisor's preference.

Clinic appointments begin the week of Labor Day in the Fall, the second week of Spring semester, and the second day of Summer Semester.

### **Titanium (Ti)**

Clinicians will document all reports and client/guardian communication, including cancellations in Titanium, our electronic documentation system. Titanium is accessible from CC computers only. Students will not use email to send client reports to supervisors.

### **Recording Sessions**

Clinicians will record each session and transfer them to the "videos folder" shortcut on the desktop of the computer that was used to record the session. See ***Instructions for Video Recording*** (located at <https://clinicalcenter.siu.edu/resources/>) a step-by-step guide regarding the recording and transferring process (also, printed and provided to you during your CDS training at the Clinical Center. These instructions are also available on the Clinical Center Resources page, meant only for clinicians - (<https://clinicalcenter.siu.edu/resources/>). After you transfer your video recording, it is imperative that you delete the recording from the hard drive of the computer. Deleting the recording will place the deleted file in the "recycling bin" on the desktop. Look for this icon, open and delete it from there, as well. ***NOTE:*** Please check before each session that video settings are recording at "200" dpi, otherwise the computer's hard drive will not allow future recordings due to size limitations. Videos are erased by the CC Director at the end of each semester, unless otherwise needed, directed, or requested.

### **Weekly Group and Individual Supervisory Meetings**

Clinicians will attend weekly group supervision meetings *as scheduled by the supervisor, typically beginning the first week of classes*. The supervisor may also require additional individual meetings as deemed necessary. These meetings are mandatory, and attendance and timeliness issues will be taken seriously. Attendance is taken at every meeting.

### **Initial Contact with Client**

Two to three days prior to the first therapy session, clinicians will contact their client to introduce themselves and confirm the first session appointment. Contact may be made by email, (if such is provided) or by CC telephone. Additional information may also be obtained at this time (e.g., additional details regarding communicative complaints, preferred activities or reinforcers for children, separation strategies, etc.). **Do not use your personal phone to contact clients, and do not give clients your personal phone number.** Please only use the CC telephones (available in the Materials Library) to communicate via telephone with clients. You may only use your siu.edu email account to exchange email messages with clients. If your client has a long-distance number, your supervisor will provide you with a long-distance access code. Local numbers are called by dialing out “9” and then the rest of the number. Long distance calls begin with “8”, followed by the long-distance code, and then the client phone number with are code.

### **Absences from Clinic**

There are three reasons why a session may be cancelled: (1) the client cancels the session; (2) the client does not show up for a session; (3) the clinician cancels a session.

- (1) If the client cancels the session, attempt to reschedule as soon as possible. Get all available times from the client; match those to your schedule and the availability of your supervisor. Then make sure a room is available. Please never confirm a make-up session without the approval of your supervisor. With the supervisor’s approval, you may be supervised through “master coverage” for your make-up session. A session is only considered a “re-schedule” if the missed appointment is rescheduled to occur during the week of the missed appointment. If that cannot occur, then it remains coded as a cancellation or a no-show, depending on what in fact occurred.
- (2) If a client is 10 minutes late for a session, attempt to reach them by phone. If you are unable to do so, wait until 15 minutes after the hour, then consider the session a no-show. **Schedule a make-up as soon as possible (again, this would need to occur within the same week as the missed session).** If a client is a no-show twice during the semester (not necessarily for consecutive sessions), please bring to the attention of the Clinic Coordinator for Speech and Hearing Services.
- (3) Clinicians never cancel sessions. **Any change in session must include advance prior approval from the supervisor.** The clinician is responsible for finding coverage for their missed session. “Approved change” in scheduled session includes supervisor approval, arrangement for clinician coverage, only unavoidable reasons (i.e., serious acute illness requiring medical verification), or for scholarly activities (i.e., ISHA or ASHA convention). Repeated cancellations may result in termination of client assignment with reassignment to another clinician.

Clients are aware that consistent attendance is necessary to remain a client of the CC. If a client has frequent absences, please inform the clinic speech services coordinator so that steps can be taken to ensure your course completion.

When a regularly scheduled session is cancelled, please inform the front desk to mark it as cancelled, especially if the client informed you directly. Usually, the front desk is contacted by the client to cancel, but not always. Client attendance needs to be accurately tracked on appointments. It is part of the clinical record. If an appointment was scheduled and was then cancelled for some reason, the appointment should never be deleted from the schedule. Rather, the appropriate attendance option should be marked (client cancelled, client no-showed, counselor cancelled, etc.). You will also write a SOAP note accounting for the missed session.

### **Observation Policy for Caregivers**

The supervisor has sole discretion in determining who will be present in the observation room. Guardians may be invited to observe, if the supervisor is available to escort them to and remain in the room. If a caregiver requests to observe the session, please reply that you will inform the supervisor, who will discuss guardian options for that session.

### **CLIENT-RELATED DOCUMENTATION**

Client-related documentation that is in hard copy, such as test protocols, will be submitted to the tray behind the CC receptionist. The tray is inside the top drawer of the file cabinet under the printer in Wham 141. All client documentation must include the client I.D. number. All test protocols must be signed by the supervisor. The names of the forms are listed below. Printed copies have been provided to you during your Clinical Center training. Additional printed copies are in the materials library of the clinic (back wall in hanging folders) and on the Clinical Center resources page (only for clinicians!). <https://clinicalcenter.siu.edu/resources/>

#### **Informed Consent (Mandatory at beginning of each semester)**

Clinicians must obtain signed consent to record the client. The consent must be renewed at the beginning of each semester. If a client refuses to be video recorded, please consult with your supervisor/clinic coordinator for speech and hearing services.

#### **Therapist-Client Agreement (Mandatory at beginning of each semester)**

This form is completed at the first therapy session (it is not needed for evaluation-only sessions). It outlines the mutual responsibilities of the clinician and the client. Please review each item with your client or caregiver in the room while recording, and initial to verify understanding. The agreement must be renewed at the beginning of each semester.

### **Authorization for Release of Information (Optional)**

The Authorization for Release of Information form is an optional form used when it is necessary to release, obtain, or exchange information with some party other than the legal guardian. This form is used in hard copy only and is not available in electronic form. A copy is sent to the party with whom the information will be exchanged. Please note: **Never release client information, even if requested by the client without explicit approval from your supervisor.**

### **Consent to Email (Optional)**

Please discuss with supervisor. Email use may be required, as in the case of telehealth sessions (emailing a zoom link).

### **Audiometric Screening (required)**

Each semester, you must screen your client's hearing using the audiometer in the materials library. This exercise supports your continued learning more than it is to re-check the client's hearing each semester. Please turn off the sound machine when completing the screening as it can interfere with results. Once the hearing screening is complete, turn the sound machine on again. Report any abnormal findings to your supervisor after your session. Note the results of the screening in your first S.O.A.P. note in Ti.

### **Client Disposition form**

Before the semester ends, each clinician will complete the Client Disposition form (digital xl spreadsheet). The distribution and completion of the Disposition form is indicated in the clinical activity schedule each semester. The form is used to schedule the client for the following semester. Please consult with your supervisor regarding recommendation for continued treatment or discharge – see example of client disposition form located at <https://clinicalcenter.siu.edu/resources/>

## **CLIENT-RELATED CLINICAL NOTES**

### **Progress Notes**

Progress notes are written in the SOAP format. These are submitted to your supervisor **within 24 hours of the completed (or canceled) session. The final draft is due to the client's file within 10 clinic days of the session.** S.O.A.P is an acronym for Subjective, Objective, Assessment (analysis), and Plan. The clinic coordinator for speech and hearing services and your supervisor will train you in how to write these notes. Students, please check your task list in titanium each time you are in the clinic. Just because you wrote a SOAP note and sent it to your supervisor, does not mean that your task list is empty. Your supervisor may have returned a note to you for revisions and/or signatures. The speech GA conducts regular client file audits. If notes are left incomplete or resting on a clinician's task list, you will be notified of this, along with your supervisor. You will have 24 hours to address the issue.

SOAP notes are also due for **each evaluation session** completed. To document an evaluation session the O section is the tests you administered, and the A section is general observations and analysis of behavior during the session.

**Evaluation Report (Report is NOT typed directly into Ti, however, a sample WORD document is provided by your supervisor via d2I)**

An evaluation report is required for all new cases at the initiation of service. The report is due to the supervisor within three days following the evaluation. Once the evaluation has been finalized (approved by your supervisor), a copy is printed using the Clinical Center printer. The first page of the evaluation is printed on clinic letterhead (available at the front desk). Once the report is printed, all clinicians involved with the evaluation and the supervisor must sign it. A xerox copy of the report must be made using the copier in the materials library. The original report is given to the client and the copy is placed in the scanning basket behind the reception desk so it can be scanned into the client's file in titanium. *Client initials and Ti ID number must be typed at top of all pages beginning with page 2.* The **final draft of the evaluation report is due to the client's file within 7 days of session completion.**

**Treatment Plan**

The treatment plan is written at the beginning of the semester. You will be given due dates for the "best" draft and final drafts from your supervisor. Typically, the initial "best" draft is due to your supervisor after the third or fourth session; the **final draft is due to the client's file within 30 days of the start of treatment. There is a speech "treatment plan" template in titanium.**

**Closing Summary**

A Closing Summary is written at the end of the semester for all clients. You will be given the due dates for "best" first and final drafts from your supervisor. The Closing Summary may be a report of continuation of services, or a discharge from services, and is due in Ti before the end of semester. (A Closing Summary is also written for clients who are discharged mid-semester.) **A speech "Closing Summary" template is located in Titanium.**

**Phone/Email Contact**

Anytime you contact your client, or someone connected to your client (e.g., a teacher, parent/guardian, another therapist/clinician), you MUST document that communication in Ti using the phone/email contact note. Unless you have a question regarding the content or format of the note, you will *sign the note prior to sending it to your supervisor.*

### **Administrative Note**

Administrative notes are used in two ways:

- 1) To document the Analysis section of the SOAP during group therapy. The SOAP note for GROUP therapy is general and shared across group members. It is then up to the clinician individually assigned to the client to write an additional Administrative Note documenting individual progress and analysis of performance that day.
- 2) If you attend a meeting not associated with an individual session, such as an IEP meeting, use the Administrative Note to document it.



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*I attest that I have read this handbook in its entirety. Further I understand that I will consult this handbook for questions related to policy and procedure. Only once I have consulted the manual and my question is still not answered will I pose the question to Clinical Center staff, supervisors, or the coordinator for speech and hearing services.*

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Printed name

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Signed Name and Date

***Please sign, date, and return the page to Atheana Meadows, Coordinator for Speech and Hearing Services at the Clinical Center orientation.***