

Clinic Orientation

Fall 2023

ASHA Requirements

▶ Clinical Practicum

- ▶ 375 total direct client contact clock hours per ASHA guidelines
- ▶ **ASHA Standard V-F:** Supervised practicum must include experience with client/patient populations across the life span and from culturally/linguistically diverse backgrounds. Practicum must include experience with client/patient populations with various types and severity of communication and/or related disorders, differences, and disabilities. The applicant must demonstrate direct client/patient clinical experiences in both assessment and intervention with both children and adults from the range of disorders and differences named in standard IV-C.

Mask policy

- ▶ Fall 2023: Surgical masks are available for use, but not required in sessions. Masks will be available at the clinic desk and in the supply room.

Immunization Policy

- ▶ Please see the CSUS CSAD page for the most up to date Immunization policy
 - ▶ https://www.csus.edu/college/health-human-services/communication-sciences-disorders/_internal/_documents/policy/csad-department-immunization-policy.pdf
- ▶ Please make sure you are in alignment with the CSUS policy:
 - ▶ <https://www.csus.edu/student-life/health-counseling/health/immunizations-and-vaccines.html>

How to Upload Immunization Records in CALIPSO

For Immunizations & TB clearance:

1. click on “Student Information” then “Compliance/Immunizations” to view your immunization records.
2. Missing or expired records are highlighted in red.
3. Upload an electronic file(s) of immunization and TB clearance by clicking the “Files” link located on the blue stripe at the top of the page.
4. Click “Edit Compliance/Immunization data” link located just beneath the blue strip to enter the effective dates for the immunizations. Click in the box to the right of the item for which a date is to be entered, and select the effective date from the pop-up calendar. Click the “Save the changes below” button.
5. To create a “Health Record” document to save and/or print for clinical placements, click “Printable view (PDF)” located within the blue stripe.
6. Click “Home” located within the blue stripe to return to the home page.

How to Upload Other Documents in CALIPSO

For incoming graduate students, please also upload the following to Calipso:

- ▶ **CBEST**
- ▶ **Certificate of Clearance**
- ▶ **Health Stream Verification**
- ▶ **CPR & TB Clearance**
- ▶ Click on “Student Information” and then “Documents” to upload your own file
- ▶ **Select a folder by clicking on the folder name or create a new folder.** To create a new folder, type in desired folder name in the "Add folder" field and press "create."
- ▶ **Upload a file** by pressing the “Browse” button, selecting a file, completing the requested fields, and clicking "upload." **Set the file permission** by choosing “public” for supervisor access
- ▶ **Move files** by dragging and dropping from one folder to another.
- ▶ **Delete files** by clicking the “delete” button next to the file name.

Professional Conduct

- ▶ Students are required to conduct themselves in a professional manner in any space within the clinic, including dress, verbal exchanges, interactions with fellow clinicians and clinic staff, including supply room student workers.
- ▶ You will interact with many professionals as part of your preparation, including general educators, special educators, social workers, interpreters, translators, case workers, and other allied healthcare professionals. Students are required to conduct themselves in a professional manner for all interprofessional activities.

Professional Conduct cont'd

- ▶ Violations of expected clinic conduct are directly related to professional behavior and will impact clinic grades up to and including failing the associated clinical experience(s). Any student who has failed any two clinical practicum courses will not be allowed to continue in the graduate program and will be dismissed. ***Students are reminded to review and discuss the professional behavior clinical competencies with their Clinical Instructors.***
- ▶ Student Clinicians should remember they are practicing under the licenses of their clinical instructors. That relationship may result in a clinical instructor being particularly exacting in their requirements for completion of documentation and performances of clinical duties.

Professional Dress

- ▶ Participation in clinic is viewed as a job. Student Clinicians are expected to behave professionally, dress professionally, exhibit excellent personal hygiene, and be well-groomed.
- ▶ Infractions of the dress code shall be addressed by the Clinical Instructors. This could result in a reduction of your clinic grade.
- ▶ Appropriate Dress:
- ▶ Scrubs are optional and must be ordered by students individually. Only approved clinic scrubs are allowed
 - ▶ Casual business attire polo type tee shirts, button down shirts, and blouse tops
 - ▶ Casual business pants or slacks
 - ▶ Hair, fingernails and jewelry should not interfere with clinic services for clients
- ▶ Inappropriate Dress:
 - ▶ Tank tops. *Please have shoulders and cleavage covered during therapy sessions.*
 - ▶ Clothes that are inappropriately sized or overly revealing
 - ▶ Clothes that do not move or allow you to engage with your clients
 - ▶ Denim jeans (bottoms)
 - ▶ Open toed shoes

Clinic Scrubs

- ▶ Order at americandiscountuniform.com
- ▶ Order Code: SACMJR
- ▶ Garments are teal with Clinic Logo. You may wear closed-toe shoes or tennis shoes with these scrubs.

Client Confidentiality

- ▶ All client records in the Maryjane Rees Language, Speech and Hearing Center are confidential.
- ▶ Paper records do not leave the clinic
- ▶ CounselEAR is only accessed in clinic
- ▶ Client notes and protocols can be kept each semester in working folder in CI observation room
- ▶ Email/Text through counselEAR or use your CSUS email to contact clients if response needed
- ▶ Call clients only from clinic phones

Client Confidentiality

- ▶ Clients are not to be identified or discussed with any person outside of the clinical team for the client.
- ▶ Clients may be discussed with Clinical Instructors, faculty members and fellow students **only** when such discussions serve a clinical or educational purpose.
- ▶ Student Clinicians are not to exchange information regarding clients with other agencies without a signed release from the client/parent/legal guardian.
- ▶ Consultation with parents, legal guardians, significant others, or clients will occur only during a scheduled session.
- ▶ All notes stored electronically on a clinician's personal computer are to be password protected and deleted at the end of the semester.

Client Confidentiality

- ▶ ALL REPORTS MUST BE DE-IDENTIFIED UNTIL FINAL SUBMISSION. Client information AND health information is not to be stored by a clinician electronically in drafts or final versions of written reports or lesson plans/SOAP notes. Clinicians who may have been a client's prior semester clinician are not allowed to share drafts or final versions of any written client report or lesson plans/SOAP notes with any other graduate student clinician. Previous reports are on CounselEAR.
- ▶ Do not leave printed reports, lesson plans, SOAP notes or any other loose records in unattended work spaces, or public spaces. Do not leave your computer opened to documents associated with your clients and clinical work unattended or accessible to public viewing.
- ▶ When creating client documents, students are required to download all documents to their personal computers to ensure they are not stored in a google cloud account.
- ▶ Students are not allowed to upload saved files containing client information to a google drive.

Clinical Assignments

- ▶ All clients are scheduled for Student Clinicians based on clinic block schedules and client availability.
- ▶ Student clinicians are scheduled for clinic based on a randomized system to maintain a high degree of equity. Individual requests for scheduling changes will not be permitted. All inquiries are to be directed to Dr. Abendroth.
- ▶ Clinical assignments are scheduled based on our 6 subclinics- Speech 1, Speech 2, Speech 3, Language 1, Language 2, and Language 3.

Clinic Software

- ▶ Clinic Participants will use
 - ▶ Microsoft Teams- for communication and working de-identified reports and weekly paperwork
 - ▶ CounselEAR- for scheduling, final report submission, and therapy log (chart notes)
 - ▶ Calipso- for clock hours, immunization records, and midterm/final evals

CounselEAR

- ▶ CounselEAR is the electronic medical records system we are implementing this year.
- ▶ Instructions are posted in MS Team- "clinic update and information page"- documents- folder [CounselEAR]
- ▶ CounselEAR will be used for scheduling and client communication (beginning of semester forms), final reports, and chart notes (therapy log)
- ▶ Client reports will be completed with your Clinical Instructors over the course of the semester and then uploaded to CounselEAR at end of semester.

CounselEAR Cont'd

- ▶ You need to submit a copy of your signature for electronic reports
- ▶ Instructions for logging onto CounselEAR are in Microsoft Teams -Clinic Update and Information-Files
- ▶ You must be in the clinic to access CounselEAR

De-identifying Written Documents

- ▶ All drafts of reports in progress and all documentation stored in a working file must be prepared without identifying information regarding the client's full name, address, and guardian information. The client is to be referred to as "the client" only in the body of the report.
- ▶ De-identified documents typed about clients may only be prepared at the Student Clinician's home or clinic. They may not be typed at a place of work or other public spaces.
- ▶ Clinic documents should not be printed
- ▶ Final reports will be identified and entered in CounselEAR at the end of the semester.

Exchanging Information with CIs

- ▶ It should be noted that only SacLink email accounts are permitted to be used between Student Clinicians and Clinical Instructors for purposes other than exchanging client documentation. Use of personal email accounts is prohibited.
- ▶ You may also use MS Teams to communicate with your CIs and they may set up a Team for you within clinic.

Digital Recording of Clients

- ▶ Student clinicians may not use personal equipment (smart phones, iPads, cameras, etc.) to visually record sessions (whole or part). Audio recordings are allowed, identifying the client by file number only.
- ▶ All students are to ensure clients have agreed to the possibility of audio recordings during the semester as described in the Client Agreement and Permission Form, in addition to requesting verbal permission from the client each time a student plans to audio record a client during any session.

Attendance and Cancellation

- ▶ The Student Clinician will be prompt when attending all sessions, and meetings with his/her Clinical Instructor(s).
- ▶ Attendance is mandatory at each clinical assignment for which Student Clinicians are scheduled. If for any reason you cannot attend a session(s) due to illness, emergency, or other extenuating circumstance, please:
 - ▶ Notify your Clinical Instructor and the Clinic Front Desk immediately
 - ▶ Contact the client to cancel their session via your saclink email only if you are not in the clinic to call them. **NOTE:** On the first day of clinic, please make sure your clients know that if you are needing to cancel a therapy session, you are not permitted to call them from your personal phones. Please be sure they know to check their emails routinely (or someone designated as their contact) before each therapy session to help safeguard against missed communication attempts.
 - ▶ The email subject line must include the following information and sent with high importance:
 - ▶ Cancelling Session
 - ▶ Clinician's full name
 - ▶ Client's initials
 - ▶ Date and time of therapy session being cancelled
 - ▶ Clinic name
 - ▶ Ex: Cancelling Session, Jane Smith for D.G., 2/5/18 @ 4pm, Speech II
 - ▶ When you email your client, you are required to CC the clinic staff using the following email address: speechclinic@csus.edu

Clinic Clock Hours

- ▶ Student Clinicians are responsible for tracking and maintaining all clinical practicum clock hours in CALIPSO throughout their graduate program. Your Clinical Instructors will approve your clock hours each semester and during your internships.
- ▶ **IMPORTANT:** Report clock hours in actual time (43 minutes of therapy is 43 minutes; a 50-minute therapy session is *not* counted as 1 hour). **Do not round up.**
- ▶ Complete chart notes/therapy log on CounselEAR after each session to maintain a current record of minutes.

Cell Phones/Tablets/Smart Phone

- ▶ Cell phones may be used as timers, metronomes, sound level meters, and any other applicable therapeutic uses during therapy sessions,
- ▶ Student Clinicians are not to make or take personal phone calls or text messages from anyone other individuals during treatment sessions.
- ▶ **Student Clinicians are not allowed to give out personal phone numbers to clients.**

Supply Room Procedures

- ▶ Tests may be reserved by 6:00pm the night before they are needed. Please use the TEAMS form for reservations and see instructions on TEAMS
- ▶ Protocols (test scoring sheets) must be checked out using the PROTOCOL binder behind the clinic desk.
- ▶ Materials/supplies can be requested on paper form in supply room up to 24 hours before your session. A student worker will fill your order in a clinic bag that you can return to the supply room counter within 24 hours.

Suspected Child/Adult Abuse Reporting

- ▶ Speech-Language Pathologists are “mandated reporters.” We are required by law to report suspected physical abuse or serious neglect.
- ▶ Students who suspect abuse should discuss the concern at the first opportunity with their Clinical Instructor. If the CI feels that the concern is valid, they must call Child Protective Services or Adult Protective Services immediately. The CI will need to follow-up by completing a written report on the incident. Contact the Clinic Coordinator for further guidance.

CI Meetings

- ▶ CIs meet with you weekly for client discussion and therapy preparation. During the first two weeks of the semester, CIs will guide you through the process of therapy, sharing client information, documentation, lesson plans, and planning individualized assessment procedures.
- ▶ Weekly meeting dates will be determined between you and your CIs and may be group or individual conferences. Should you feel that you need more individual support, you may request an individual meeting time.

ICRs & FCRs

- ▶ Initial Clinic Reports (ICR) and Final Clinic Reports (FCR) formats will be provided by your CI
- ▶ Every clinician will write an individual ICR
- ▶ Every clinician will write an individual FCR

Once finalized, FCRs will be uploaded to CounselEAR at the end of the semester and approved by your CI

Competency Evals

- ▶ You will receive a midterm and final **student evaluation** during each clinical practicum in CALIPSO. Midterm conferences- review performance and discuss any concerns
- ▶ At the end of each semester, Clinical Instructors will meet with each student to review their final grade.
- ▶ All evals on CALIPSO -Review clinical competencies at the beginning of the semester.
- ▶ CALIPSO competency categories are listed in the Clinic Handbook

Performance Improvement Plans (PIP)

- ▶ If you are at risk for not meeting clinical competency expectations, a performance improvement plan(s) (PIP) will be developed. PIPs are designed to improve a Student Clinician's knowledge and skills in specific area(s).
- ▶ Steps:
 - ▶ The Clinical Instructor will write a PIP following department guidelines, using the department specific PIP template.
 - ▶ The PIP will be approved by the Clinic Coordinator, reviewed and discussed with the Student Clinician, and signed by all parties.
 - ▶ PIP completion will be considered by the Clinical Instructor before determining the final clinical competency scores and posting the course grade.
 - ▶ If there is more than one clinic requiring a PIP in a semester or if a PIP is required in a previously failed clinic, then a department level performance improvement plan is required and will be written by the Department Chair in consultation with the Clinical Instructor, the Student Clinician, the Graduate Coordinator, and the Clinic Director.

1st Week Expectations

- ▶ Meet with your CI
- ▶ Review clinic syllabus and CI expectations for paperwork
- ▶ Review client information- Available on CounselEAR
- ▶ Explore the clinic space and supply room; learn supply room procedures for checking out tests and materials
- ▶ Begin to review and practice assessment administration in clinic
- ▶ Begin to discuss clients with CI; Establish meeting times
- ▶ Sign up for a locker if needed