

Maryjane Rees Center: Speech and Language Clinic

PROFESSIONAL CONDUCT

Professionalism

- The Maryjane Rees Language, Speech, and Hearing Center is a recognized and valued service provider in the Sacramento community and surrounding areas. It is the primary facility for clinical training for graduate students enrolled in clinical practicum activities on campus. Students are required to conduct themselves in a professional manner at all times as reflected in demeanor while in any space within the clinic, dress, verbal exchanges, attitude towards fellow clinicians and clinic staff, including supply room student workers, and compliance with all policies and procedures associated with this clinic, which includes the supply room.
- As graduate student clinicians, you will interact with many professionals as part of your preparation. In coursework and in field experience, there will be occasions where you must work with other professionals to create a case history, to interact with your clients, to support behavior and learning, etc. These other professionals include (but are not limited to) in-service general educators, in-service special educators, social workers, interpreters, translators, case workers, other allied healthcare professionals, etc. Students are required to conduct themselves in a professional manner for all interprofessional practice activities.
- Violations of expected clinical 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 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.

Clinician Attendance and Cancellation

- 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 adhere to the following procedures:
 - Notify your Clinical Instructor and the Clinic Front Desk
 - Contact the client to cancel their session via your CSUS email only if you are not in the clinic to call them. NOTE: On the first day of the clinic, please make sure your clients know that if you need to cancel a therapy session, you are not permitted to call them from your personal phone. 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
 - You will receive a confirmation email from the clinic indicating your email was received. We will then call your client to attempt to confirm the cancellation notification only after this email has been received. If you do not receive a response email from the clinic within a reasonable amount of time, please call the clinic desk at (916) 278-6011 to alert us of the situation. Once the client has been reached, the front desk worker will cancel the session on CounselEAR.
 - It is against clinic policy to contact a fellow graduate clinician and request that they call your client to cancel therapy for you.
- When the Student Clinician cancels a session, the Student Clinician is required to offer a make- up session to the client during the last week of classroom instruction prior to finals week. Your Clinical Instructor must be notified of all scheduled make-up sessions.
- The Student Clinician will be prompt in meeting clients for evaluations, therapy sessions, and meetings with his/her Clinical Instructor(s).

Client Attendance and Cancellation

- The Student Clinician should inform the client or family member/care provider of the policy to cancel a therapy session on the first day of the clinic.
- The client is asked to call the clinic desk if s/he will be late or absent for a therapy session. Please provide the client or family member/care provider with the clinic phone number and your name. We ask clients to let us know at least 2 hours in advance if they are unable to attend a session. You will be notified of cancellations directly in the clinic schedule on CounselEAR. The clinic schedule is accessible from the computers in the Clinicians' Computer Room. Please inform your Clinical Instructor of the client absence immediately.
- No make-up session needs to be offered to the client when they cancel.
- If a client is late for a session, the Student Clinician is to telephone the client from a clinic phone after fifteen minutes. The Student Clinician is also responsible for informing the Clinical Instructor of the situation. After 30 minutes, the clinician is no longer obligated to conduct therapy should the client arrive at this time.
- If a client shows a pattern of tardiness or absenteeism, the clinician should inform his/her Clinical Instructor and discuss a course of action. In general, missing three sessions in a row is grounds for client dismissal.
- It is the Student Clinician's responsibility to inform the client of the clinic's policy on absences to avoid misunderstandings.
- If your client withdraws or is dismissed from clinic early, it is the Student Clinician's responsibility to inform the Clinic Director. You will be responsible, under the guidance of your Clinical Instructor, for writing a final case report or discharge summary, whichever is most appropriate.

Dress Code

- Participation in clinic is viewed with importance equal to that of 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, the Clinic Director, and the faculty. Clinical Instructors reserve the right to insist that you wear a lab coat during therapy due to inappropriate attire. This could result in a reduction in your clinic grade.
- Clinic appropriate dress is crisp and neat and should align with "business casual" attire.
- Appropriate dress is expected at all times when in the clinic by all.
- Appropriate Dress:
 - Clinic scrubs (order forms in student locker workroom)
 - Dresses /Skirts at least knee length
 - Blouses/sweaters/casual business tee shirts and tops
 - Nice pants or slacks
 - Closed toed shoes.
 - Men's button shirts/casual button shirts
 - Appropriate Polo shirts
 - Hair, fingernails and jewelry should not interfere with therapy.
- Inappropriate Dress:
 - Denim jeans
 - Ripped, torn, or sloppy clothing.
 - Sweatshirts
 - Tee shirts with logos
 - Shorts of any length
 - Tank tops. Please have shoulders covered at all times during therapy sessions.
 - Clothes that restrict movement in therapy because they are too short, tight, low cut or revealing.
 - Cropped or short tops
 - Spandex outfits
 - Flip-flops or Crocs

Cell Phones, Smart Phones and Other Electronic Devices

- Cell phones may be used as timers, metronomes, sound level meters, and any other applicable therapeutic uses during therapy sessions, but may NOT be used for texting, photos/videos, or phone calls during therapy. The only exception is when the approved treatment plan for the client specifies therapeutic use of phones.
- Student Clinicians are not to make or take personal phone calls or text messages during treatment sessions.
- Student Clinicians are not allowed to give out personal phone numbers to clients.

Client Confidentiality

- All client records in the Maryjane Rees Language, Speech, and Hearing Center are confidential. Student Clinicians are granted access to personal/medical information only pertaining to those clients that they are treating.
- To protect client confidentiality, the following practices and procedures have been established:
 - Clients are not to be identified or discussed with friends, roommates or any other person outside of the clinic.
 - 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. Please ensure the proper form has been signed.
 - Extreme care should be taken when having conversations within this clinic. Clinicians will refrain from discussing clients in hallways, elevators, classrooms or other public spaces, including the clinic waiting room restrooms. All client-related conversations should be conducted in a private room.
 - **DO NOT HOLD CONSULTATIONS WITH PARENTS/GUARDIANS/FAMILY IN THE WAITING AREA.**
 - The information in the client's file is not to be taken from the clinic or left unattended.
 - Information from a client's file **MAY NOT BE PHOTOCOPIED OR PHOTOGRAPHED**
 - Do not leave reports, lesson plans, SOAP notes or any other loose records in therapy rooms, any other clinic rooms/labs, or classrooms.
- **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. Use only client initials until the report is finalized.
 - Case summaries and other clinic documentation typed about clients may only be prepared at the Student Clinician's home or in the clinic. They may not be typed at a place of work or other public spaces.
 - Case summaries with initials only may be printed on a printer in the Student Clinician's home or in the clinician's room. They may not be printed on a printer at a place of work or public copying establishment.
 - Adding clients' full name and other identifying information to final case reports is only allowed on the computers in the clinicians' computer lab for printed reports or on CounselEAR.
 - The client's full name and other identifying information must be immediately deleted from the report in the electronic file after it is printed for final dissemination to the client and the client's file.

- All test protocols generated at this Center, whether in assessment or treatment, should be stored in the hanging folders in the CI room for each clinic. Protocols should not be identified and should not leave the clinic.
- **Receiving a requested Fax regarding information pertaining to a client**
 - All faxes will be collected by clinic administration and scanned into CounselEAR with the patient's record.
 - You must share the information with your Clinical Instructor upon its receipt.
- **E-mailing Client Documents**
 - E-mailed documents between a Student Clinician and Clinical Instructor will include only the client initials or Client Number as identifying information. These e-mails will not include the client's name, the parent/guardian's name, address, phone number, or birthdate.
 - Only CSUS email accounts are permitted to be used between Student Clinicians and Clinical Instructors. Use of personal email accounts is prohibited.
- **Client Report Distribution**
 - Final Case Reports are to be completed and added to CounselEAR by the last day of therapy. Student Clinicians will discuss the necessary details of the report as guided by their Clinical Instructors and provide each client with a hard copy of the report on the last day of therapy. The report will also be saved in the client's CounselEAR patient record.
 - In the event that a Student Clinician is unable to complete a Final Case Report by the last day of therapy or if a client does not show for their last day of therapy, they can access reports on their Patient Portal through CounselEAR.
 - Only final drafts which have been approved by the Clinical Instructor should be uploaded to CounselEAR.
 - **NOTE:** Student Clinicians and Clinical Instructors will sign a Report Finalization Form at the end of the semester to ensure the Final Case Report is free of grammatical and formatting errors. The Clinic Director will conduct a randomized review of Final Case Reports for quality assurance measures. It is the expectation that each Student Clinician and his or her Clinical Instructor will be diligent about reviewing and editing their reports for errors. This is consistent with professional expectations of a licensed speech-language pathologist and, therefore, is a key component of your training program.
- **Digital Recordings of Clients**
 - Student clinicians may not use personal equipment (smart phones, iPads, cameras, etc.) to visually record sessions (whole or part). Only the Clinical Observation Recording System can be used for this purpose. Audio recordings are allowed, identifying the client by initials only. Audio recordings can be taken home if the client's name is not mentioned in the recording.
 - Clinicians are allowed to use any clinic, Microsoft Surface Pro, to record their clients during therapy if needed for therapeutic purposes, such as visual and auditory feedback. All video recordings must be deleted immediately at the end of the session that day. Clinicians are not allowed to use clinic iPads for in-session recording purposes. CIs can also set up recordings through the VALT camera

system for students to review for learning purposes in the clinic.

- Video Recordings of clients must remain in the clinic.
 - Video recordings of sessions are to be viewed in the observation room only at any time on any available monitor. If there is a monitor available during clinic hours, you are allowed to use that monitor for the purpose of viewing your recorded videos only. You are allowed to use the monitors in the auxiliary observation room if those monitors have not been reserved. You must consult with the Clinical Instructors to verify that any monitor is available if it is during clinic hours.
 - For classroom presentations, you are to request that your Clinical Instructor download a shared video to a designated methods course flash drive stored in the observation room. Clinical Instructors will return the flash drive to its stored location. Methods course instructors, not the students, will bring the flash drive to class with them, and return the flash drive to the observation room, not the students. Students are not allowed to remove these flash drives from the observation room or use them to view their downloaded recorded videos in a different clinic location. ***This process is in place to maintain compliance with all California mandated confidentiality regulations.***
 - A student found in violation of this policy will result in the student receiving a failing grade in the clinic.
- Each student will sign the following Confidentiality Agreement prior to beginning their first semester of clinic:

Agreement to Maintain Client Confidentiality

I understand that everything I see and hear in any clinical situation during my years as a graduate clinician or undergraduate student will be kept in the strictest of confidences. I will only discuss my clinical experiences in class or with my Clinical Instructor in a place where my conversation cannot be overheard by anyone else. Conferences with persons approved by the client or their legal representative will be conducted in a confidential manner as well.

Information about any clinical experience will not be shared in any social medium by way of social media sites (e.g. Facebook, Twitter, etc.), texting and email. I understand that sharing pertinent clinical material via any social medium is a breach of confidentiality and can cause negative perceptions of not only my professionalism, but also the professionalism of the individuals and institutions with whom and which I am associated.

I realize that this is important because information conveyed in a professional clinical setting, such as the Maryjane Rees Language, Speech, and Hearing Center, is considered to be Personal Health Information (PHI) and is legally confidential. I understand that a breach of confidentiality can be a reason for dismissal from the Speech Pathology and Audiology Program.