

Maryjane Rees Center: Speech and Language Clinic

TELEPRACTICE

The following policies and procedures have been modified for telepractice services through the MRLSHC.

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. Even when engaged in a telepractice session, graduate student clinicians are required to conduct themselves in a professional manner at all times as reflected in demeanor, dress, verbal exchanges, attitude towards fellow clinicians and clinic instructors, and compliance with all relative policies and procedures.
- 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 which may apply.
- Violations of expected telepractice 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.

Clinician Attendance and Cancellation

- The Student Clinician will be prompt when attending all telepractice 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 adhere to the following procedures:
 - Notify your Clinical Instructor according to his or her preferred method of contact. Please verify this preferred method of contact at the beginning of the semester.
 - Notify all other members of your clinical team according to the previously established preferred method of notification, i.e. notify the other graduate student clinicians teaming with you for your shared clinical assignments. Arrange for another team member to cover your clinical role for the day as per your Clinical Instructor's instructions.
 - Because the clients in clinic this semester are assigned to a team of clinicians, you do not need to notify your clients of your absence in advance.
 - You do not need to notify clinic staff of your absence.
- Should a client session need to be canceled entirely by the telepractice team, a make-up therapy session will need to be offered to the client during the last week of classroom instruction prior to finals week.

Client Attendance and Cancellation

- Student Clinicians are responsible for informing the client or family member/care provider of the policy to cancel a therapy session on the first day of clinic.
- Clients are asked to email the designated student clinician from their team at least two (2) hours in advance.
- Clients are not allowed to call student clinicians as students clinicians are prohibited from using personal phones for communicating with clients.
- The designated student clinician is then responsible for notifying the Clinical instructor and all other team members of the cancelled session immediately following notification from the client.
- Make sure your client knows to not call the clinic, but to only email their student clinician. Should your client call the clinic because they do not have access to their email, the clinic staff will do their best to notify clinical instructors in a timely manner, but there could be a delay in this communication.
- No make-up session needs to be offered to the client when they cancel.
- If a client is late to a session, a designated student clinician is to email the client after 10 minutes. After 20 minutes, the clinicians are no longer obligated to conduct therapy should the client arrive at this time. The discretion is up to the Clinical Instructor.
- If a client shows a pattern of tardiness or absenteeism, the clinicians and Clinical Instructor should 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 staff. 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. This could result in a reduction of your clinic grade.
- Clinic appropriate should not look like cocktail or party or picnic attire. Avoid revealing clothing.
- Appropriate Dress:
 - Casual business tee shirts, button shirts, and tops
 - It is not likely that pants will be viewable by your client during a telepractice session, but in case they are, the expectation is to wear casual business-like pants
 - Hair, fingernails and jewelry should not be distracting for clients
- Inappropriate Dress:
 - Tank tops. Please have shoulders covered at all times during therapy sessions.
 - Clothes that are too tight, low cut or revealing
 - Cropped or short tops

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,
- Cell phones may be used to text your Clinical Instructor or other student clinician team members during telepractice sessions to ask questions needing immediate attention relevant to the telepractice session.
- 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.

Client Confidentiality

- All telepractice sessions are to be conducted in a private location. Use of public spaces for participating in telepractice sessions is prohibited. No other individuals are allowed to be present in the room during telepractice sessions with clients or during tele-conference sessions with Clinical Instructors.
- 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 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. Please ensure the proper form has been signed.
 - Consultation with parents, legal guardians, significant others, or clients will occur only during a scheduled telepractice session.
 - Client Information presented via a shared screen through a Zoom teleconference meeting with your Clinical Instructor may not be photographed, recorded, or copied using a screen shot function on your personal computer.
 - All physical notes taken by student clinicians related to client information are to be kept securely and confidentially in a private space, not accessible to anyone without authorization to view this information. All notes stored electronically on a clinician's personal computer are to be password protected and deleted at the end of the semester.
 - Client information pertaining to identifying health information is not to be stored by a clinician electronically in drafts or final versions of any written client report or lesson plans/SOAP notes. The client will be referred to as "the client" rather than by name or initials. No identifiers will be contained within the report other than the DOB and client file number.
 - 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 at any time either electronically or in hard copy.
 - 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 or other electronic platform.

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. Use of names or initials in a draft or final version of a report is prohibited.
- Case summaries and other clinic documentation typed about clients may only be prepared at the Student Clinician's home or the student Computer lab. They may not be typed at a place of work or other public spaces.
- Once de-identified reports have been approved, students should enter them into CounselEAR for client distribution.

Exchanging Client Documents between CI's and Student Clinicians

- Clinical Instructors are required to set up a CANVAS course for the students they are supervising.
 - Various devices, such as Chromebooks, do not allow students to download password protected documents, which is one example why Clinical Instructors are required to use CANVAS. This supports our requirement to provide access to all students.
 - Additionally, using CANVAS maintains the highest security level of client confidentiality.
- Your CANVAS course will be used for the collection and tracking of clinic documentation, and to easily manage that documentation throughout the semester.
- All clinic documentation will contain the student's name, client file # and DOB only.
- Emailing client documentation is not allowed.
- 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.