

California State University, Fresno

Speech, Language, and Hearing Clinic

Policies and Procedures

General Clinic Information:

- Each semester of clinic consists of 24 sessions (with the exception of holidays/Univ. breaks)
- Clinic sessions are 35 min. during the semester unless otherwise specified by the clinic.
- All information regarding clients (written records or discussions re: clients) is considered confidential and should not be heard/discussed in public areas of the clinic.
- Client records (i.e. reports, SOAP notes, etc.) are confidential and are to remain in the client's confidential file.
- Access to client records is limited to the following authorized persons unless otherwise specified; clinic director, clinic supervisor, clinic secretary/assistant, student clinician, and client/parent/guardian.

Clinic Scheduling Policy:

- Returning clients have priority for clinic assignments if a spot is available, the client questionnaire is returned by the clinic registration deadline and if the clients' fees are paid in full.
- Clients who participate in Diagnostics Clinic will receive priority placement the next semester after current active clients.
- **No clinic assignment is guaranteed.**
- There is a 5 semester limit for clinic; after a client's 5th semester, he/she can request to return to the wait list after sitting out, at least, 1 semester.
- If siblings are participating in clinic, the sibling that started clinic first may continue beyond the 5th semester but both must return to the waiting list after BOTH siblings have reached the 5 semester rule.
- Clients will be moved to the inactive waitlist if they have been contacted 2 consecutive semesters and no reply is received.
- **Clients who confirm a clinic placement and withdraw less than two weeks prior to the start of clinic (including AFTER clinic starts), will be moved to the bottom of the clinic waitlist.**
- Clients may not request specific clinicians or request a "more advanced" clinician in the program. This is a learning institution and the Clinic Director will match clients with clinicians as appropriate.

Absence/Late Policy:

- Contact the clinic secretary/assistant at (559) 278-2422 if you will be absent from clinic. The clinic secretary/assistant will notify the clinician for you. Clients who miss 2 or more therapy sessions without calling/notifying the clinic prior to the missed session will be automatically withdrawn from clinic for that semester. The client may request to be placed back on the waitlist after sitting out for 2 semesters (excluding summer session) following the withdrawal.
- Clients are allowed up to 3 excused absences. An excused absence qualifies as illness, family emergency, or an absence out the client's control. More than two unexcused absences (i.e. no show, going out of town, etc.) may constitute withdrawal of the client from clinic for that semester.

- Any client who is excessively late will be withdrawn from clinic for that semester (under the discretion of the clinic supervisor or clinic director). Parents are responsible for bringing their children on time.

Payment Policy:

- The client and/or the parent or guardian is responsible to choose a payment plan and make regular payments the time the client is receiving therapy. They agree to make **regularly scheduled payments** and will not be invited to participate if the balance is not paid in full by the last treatment session.
- The speech, language and hearing clinic does not accept any type of insurance. The speech and hearing clinic **ONLY** accepts payments by cash, check, or money order. We do not accept debit or credit cards.
- The fees for clinic are as follows:
 - Individual clinic- \$250 per semester
 - Each additional sibling \$125 each
 - Active Students of CSU, Fresno- \$125
 - Children of CSU, Fresno students- \$125 each
 - Diagnostics Clinic- No Charge
 - Audiological Evaluations- No Charge
 - Aphasia Clinic- \$35 per semester

Refund Policy:

- Clients are responsible for all accumulated treatment sessions and are only due a refund if they have paid for services in advance and are dropped from clinic because the client cannot benefit from services or your clinician withdraws from the program and a replacement is not available.
- A refund will not be given if the client/family withdraws themselves or is withdrawn from the clinic by the clinic director due to absences/excessive tardiness. **The full payment will be required in both instances.**

Treatment Session/Waiting Room Policy:

- Younger clients and siblings of younger clients are to be supervised by an adult **at all times** whether they are in the waiting room or the observation area. Please do not leave children unattended.
 - *If observers are disruptive during clinic sessions, they will be asked to leave the clinic observation area until the session is finished. All cell phones must be on silence in the clinic observation area.*
- Minor aged clients (Ages 2-13) will not be permitted to participate in clinic unless a responsible adult remains in the clinic building for the duration of the session. This policy is in place to ensure the safety of the child.
- Clients with significant health and/or behavioral needs may require the attendance of the clients' parent/caregiver at all times in order for the client to be able to participate in clinic.
- Due to limited space and equipment, **no more than 2 family members** are allowed to sit in the observation area at any time.
- The clinic will not be responsible for personal belongings left in the observation and/or clinic observation area.
- Cell phones and other audible devices (iPods, DVD players, etc.) are generally not allowed in the clinic observation area. iPods and DVD players may be allowed as long as the device is not a distraction to the clinic supervisor and other clients' families.

- Please respect both the clinic observation and waiting room areas by keeping them clean and quiet.

Illness Policy:

- Client/Parent/Guardian must notify the clinic office (278-2422) if the client is ill. Please keep the client at home whenever he or she is sick. This includes illness due to a fever or during the first two days of a cold. Fevers 100 degrees or higher must be reduced to normal (98.6 degrees) for a minimum of 24 hours before returning to the clinic. If the client is put on an antibiotic please keep him/her home for at least 48 hours (2 days) before returning to the clinic.
- The illness policy is in place to protect the client, clinician, and any other parties who attend the clinic to prevent the spread of contagious viruses/infections.

Treatment Make-Up Session:

- If clients are absent, the missed session(s) will not be made up.
- If the clinician is absent, the client/parent/guardian *may* be given the choice to make-up the session at the end of the semester.
- During summer clinic, make up sessions are not offered due to time constraints.

Parking Policy:

- Clients are allowed to park in either the yellow or green parking lots by displaying a parking slip received from one of the on-campus parking dispensers, using a parking code received from the speech and hearing clinic after an appointment has been confirmed.
- If there is an issue with the parking dispenser, please try the parking dispenser located near the police department on the north side of the campus. If you continue to experience issues, please walk into the police department or contact them at (559) 278-8400 and they should be able to assist you. Please be sure to allot yourself enough time so that you do this and still make it on time to your scheduled appointment.
- You cannot park in one of the parking meters with the parking slip because you are subject to receive a ticket. There are designated parking slots in front of the Social Sciences building for the Speech and hearing clients, but note that you must come into our department office to pick up a card that you must display along on your dashboard along with your parking slip or you may also be subject to a ticket. There is a limited amount of tickets available in the office and are handed out in a first come, first serve basis.
- If you do receive a parking ticket, be sure to look on the back of it or contact the police department at (559) 278-8400 for information on how to contest it. The Speech and Hearing Clinic does not petition tickets on behalf of clients.

If you have any questions about any of these policies, please contact the Speech, Language, and Hearing Clinic office at (559) 278-2422.