

California State University, Fresno Speech, Language, and Hearing Clinic Policies and Procedures-Client

(Updated: July 7, 2018)

Clinic Scheduling Policy:

- **Clients participating in the Fresno State Speech and Hearing Clinic MAY NOT be Medicare Part B Eligible.**
 - **If you are Medicare Part B eligible, please inform the office staff as you may be eligible to participate in our no cost CSDS Research Clinic.**
- Returning clients have priority for clinic assignments:
 - if a spot is available
 - the client questionnaire is returned by the clinic registration deadline
 - if the clients' fees are paid in full
- Clients who participate in Diagnostics Clinic will receive priority placement the next semester following 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, each sibling must adhere to the 5th 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:

- **Please initial on the lines below:**
- Contact the clinic assistant at (559) 278-2422 if you will be absent from clinic. The clinic assistant will notify the student clinician for you.
 - _____ Clients are allowed up to 2 *unexcused* absences. An unexcused absence qualifies as:
 - no show/no call
 - Vacation
 - Other non-emergency
 - _____ More than 2 *unexcused* absences will constitute withdrawal of the client from clinic for that semester.
 - _____ Clients are allowed up to 3 *excused* absences. An excused absence qualifies as:
 - illness
 - family emergency
 - an absence out the client's control
 - The clinic assistant **MUST be notified 2 hours prior** to the start of the session to be considered excused.
 - _____ More than 3 *excused* absences will constitute withdrawal of the client from clinic for that semester.
 - _____ **A TOTAL combined excused/unexcused absence shall not exceed 3 absences. Absences combined greater than 3 will constitute a withdrawal from the clinic.**
 - _____ The client may request to be placed back on the waitlist after sitting out for 2 semesters (including summer) following withdrawal for any of the above reasons.

- _____ Any client who is late (10 minutes or more) 3 times will be withdrawn from clinic for that semester.

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/return to the clinic if the balance is not paid in full by the last treatment session.
- The speech, language and hearing clinic does not accept 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 and preschool clinic*- \$250 per semester
 - *Each additional sibling*- \$125 each
 - *Active students of CSU, Fresno*- \$125
 - *Children of active CSU, Fresno students*- \$125 each
 - *Diagnostics Clinic*- No Charge
 - *Audiological Evaluations*- No Charge

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
 - your clinician withdraws from the program and a replacement is not available.
- A refund will not be given:
 - if the client/family withdraws themselves
 - the client is withdrawn from the clinic by the clinic director due to absences/excessive tardiness or long absence due to family vacation.
 - **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.
- Phones/tablets may be allowed in the clinic observation area 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) **within two hours of the scheduled clinic session**, if the client is ill.
 - Please keep the client at home whenever he or she is sick.
 - 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 if time permits.
- 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.
 - **A parking code will be provided to you from the speech and hearing clinic after an appointment has been confirmed.**
- If you experience difficulties with the parking dispenser, contact campus police at (559) 278-8400. 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 will receive a ticket.
- **For clients with physical limitations**, designated parking slots in front of the Social Sciences building are available. **Note:** a special card must be displayed along on your dashboard along with your parking slip or you may also be subject to a ticket.
 - The card can be received at the clinic office and is reserved for clients with physical limitations only.
 - 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.

I have read and understand the above policy and procedure _____

Client Signature

Date