Clinic Patron Information

Welcome to Southeast Missouri State University Center for Speech and Hearing! We are pleased to be of service to you and would like to provide you with some information to make your visits to our center as convenient as possible. Students enrolled in the Dept. of Communication Disorders will be involved in evaluation and therapy and that these students will be supervised by certified speech-language pathologists. Students and faculty may observe portions of the evaluation and therapy sessions, and recordings may be made during sessions for the purpose of student training. All information pertaining to the client will remain strictly confidential and may only be released to other individuals with written permission.

PARKING FACILITIES: Parking spaces for patrons of the Center are available behind the Grauel Building where our department is located on the 2nd floor. If there are no parking facilities available, you may park across the street in the next lot designated for faculty or any space available on the street. You will be issued a parking permit upon payment of fees. Please be sure to display the tag whenever you park in one of our lots.

The Department of Public Safety will ticket cars that are illegally parked. If you happen to receive a parking ticket during the time you are in our clinic, simply bring the ticket to the office staff in the Department Office, room 210. You need to let us know who was receiving therapy and the time the session was conducted. We will verify your attendance in the clinic and return the voided ticket to the Department of Public Safety and you will not be fined. If you destroy, tamper with, or lose the ticket, you will be responsible for the fine.

ATTENDANCE: It is very important that you attend each scheduled session. If you are unable to attend a session, please notify the Center as soon as possible or let your clinician know in advance. If you are sick, have an infectious illness or have had a fever or vomiting/diarrhea in the last 24 hours, we ask that you call and cancel your session. Please try to be on time for your sessions; if you are going to be late, please call and let us know if possible.

If you do not attend on a regular basis OR if you miss two (2) consecutive sessions without notifying our office, services may be discontinued. If a regularly scheduled session (this excludes University Holidays) is cancelled by University Faculty or Clinicians, you will have the opportunity to schedule a make-up session. If a session is cancelled by the client, the session will be made up at the discretion of the Supervisor.

Children must be accompanied to each session by a Parent/Caregiver and left with the clinician or supervisor before parent/caregiver departs from the building. Parent/Caregiver must check in at the Department Office prior to each session. A Parent/Caregiver must also pick up children in the Clinic Waiting Room. Children will not be allowed to exit the building without a Parent/Caregiver.

OBSERVATION OF CLIENTS: Family members of clients attending the Center for Speech and Hearing may observe when the clients are scheduled in therapy rooms that are visible in observation room 215-A and 209. The supervisor will inform you of the dates family members are scheduled in one of these rooms. Clinic procedure prohibits more than two (2) family members or children from observing at the same time. Due to confidentiality reasons, observation of the sessions from room 215-B is restricted to Communication Disorders faculty and students only.

Please do not turn the observation systems off or adjust them in any way. If technical difficulties should occur while you are viewing a session, do not attempt to adjust or correct the equipment. Contact a supervisor or the Department Office for assistance. If during an observation of your family member you should have any questions, please direct these to the supervisor.

By signing, I agree that I have read and understand the above information.

__________  ______________________________________________  ____________________
Parent/Guardian Signature                                      Date

Revised 7/26/2012
Forms 2012.Client Patron Information.doc
**DISCHARGE POLICY:** The faculty and staff are pleased to serve the clients and their caregivers who seek evaluation and treatment at the Center for Speech and Hearing. There are several criteria which are used to determine when discharge of a client from services should occur. Please be aware that the following are guidelines adapted from those established by the American Speech-Language-Hearing Association (ASHA) for professional service providers of speech-language pathology and audiology services and some additional guidelines that are specific to the Center for Speech and Hearing as a training facility for student-clinicians in the Department of Communication Disorders at Southeast Missouri State University an accredited graduate education program through the Council on Academic Accreditation (CAA) of ASHA.

Client discharge from treatment ideally occurs when the individual’s speech, language, communication, or feeding and swallowing skills:

1. are now defined to be within normal limits or are now consistent with the individual’s status prior to the illness or injury that precipitated treatment.
2. have become comparable to those of others of the same chronological age, gender, ethnicity, or cultural and linguistic background.
3. no longer adversely affect the individual’s educational, social, emotional, vocational performance, or health status.

When the individual’s:

4. goals and objectives of treatment have been met.
5. use of an augmentative or alternative communication system has allowed her to achieve optimal communication across environments and communication partners.
6. nutritional and hydration needs are optimally met by alternative means and swallow is adequate for management of oral and pharyngeal saliva accumulations.
7. skill level is consistent with his desired level of enhanced communication skills.

Client discharge may occur when individual or the family chooses not to continue services provided that the client and his family have been advised of the likely outcomes of discontinuation. This may occur in such cases as when the individual or her caregiver:

8. is unwilling to participate in treatment including: poor or inconsistent attendance to therapy sessions.
9. requests to be discharged or requests continuation of services with another provider.
10. is transferred or discharged to another location where ongoing service from the current providers is not reasonably available.

Clients may be discharged from services for the following reasons which may be related to the limitations of the University Speech and Hearing Clinic to meet more comprehensive needs of individual’s with communication disorders and additional behavioral, cognitive or medical conditions:

11. Treatment no longer results in measurable benefits and/or there does not appear to be any reasonable prognosis for improvement with continued treatment.
12. The individual is unable to tolerate treatment because of the additional condition(s).
13. The individual demonstrates behavior that interferes with improvement or participation in treatment. (ASHA, 2004)

Clients may also be discharged from services if:

14. their particular communication disorder may be addressed by another qualified service provider and the needs of the client are not compatible with the requirements of providing a broad range of services to a variety of clients in order to meet the training needs of the students in the Department of Communication Disorders. (CAA, Standard IV-F)

Approved by Department of Communication Disorders 02/03/06

The Center for Speech and Hearing Office telephone number is (573) 651-2050. The Center Coordinator is Dr. Martha Cook; her telephone number is (573) 986-6403.

Your clinician for this semester is ________________________________

Your clinical supervisor for this semester is ____________________________ and his/her office telephone number is (573) ____________________

If we can be of further assistance to you, please let us know. Thank you for allowing us to serve you.