ECU Speech-Language and Hearing Clinic
Handbook

2019-2020
Academic Year
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Chapter One

Overview of Services and Facilities
Services: East Carolina University Speech-Language and Hearing Clinic

The East Carolina University Speech-Language and Hearing Clinic (ECU SLHC) offers diagnostic and therapy services to individuals of all ages. These individuals may be self-referred or referred by family, friends, medical practitioners or other professionals. The primary goal of our services is to identify, describe, and lessen the impact of speech, language, voice, hearing problems, and balance concerns. In addition to diagnostic assessments and therapy, patients may need devices such as hearing aids, cochlear implants, assistive listening devices and/or augmentative communication devices, all of which may be offered through this Clinic.

The Clinic also offers other special programs (both on and off-campus) including: 1) speech and hearing screenings and 2) group programs for those with aphasia, hearing loss, tinnitus, fluency disorders, cochlear implants, articulation and language disorders, and pragmatic language disorders. The ECU Speech-Language Hearing Clinic is a RiteCare© clinic and receives support from the Scottish Rite Foundation of North Carolina for low cost evaluation services as part of the Language Learning Disabilities and Dyslexia Program. Other North Carolina Scottish Rite groups provide additional financial support of special pediatric programs.

Mission Statement
The mission of the East Carolina University Speech-Language and Hearing Clinic is to provide competent and comprehensive services to individuals of all ages experiencing communication disorders, while providing real-world experiences to the students in our graduate programs. The Speech-Language and Hearing Clinic specifically strives to provide a wide variety of services within all realms of communication including:

- Articulation
- Language
- Reading
- Written Expression
- Voice and Resonance
- Fluency
- Accent Modification
- Rehabilitation for persons with hearing loss
- Swallowing Disorders
- Cognitive Language Disorders
- Hearing Evaluation for Adults and Children
- Hearing Aid Services
- Tinnitus Evaluation and Care
- Vestibular Evaluations (inner ear balance system)
- Auditory Processing Evaluation
- Assistive Listening Device Services
- Cochlear Implant Services
- Auditory Rehabilitation for Hearing Loss
- Hearing Conservation
- Ear Impressions for Swim Plugs or Noise Reduction Earplugs
- Augmentative and Alternative Communication
We strive to provide services that are guided by the principles of evidence-based practice in our professions. Our philosophy includes ensuring that our patients/clients are educated thoroughly about their treatments, evaluations, and the latest information related to their concerns, so that they are active participants in their own care.

**ECU SLH Clinic Facilities Description**

The ECU SLHC is a teaching clinic in which graduate student clinicians are instructed by ASHA Certified, North Carolina licensed speech-language pathology and audiology faculty members. The clinical services are directed by clinical faculty and offer optimal teaching opportunities for the student clinicians in our program. The Clinic is open from 8:00 AM to 5:00 PM Monday, 8:00 AM to 6:00 PM Tuesday through Thursday, and Friday 8:00 AM to 1:00 PM. The clinic office is in Room 1310 of the Health Sciences Building and housed within the Department of Communication Sciences and Disorders at East Carolina University. The front office staff manages the office work flow with the assistance of student workers, under the supervision of the Clinic Manager. Patient information and records are stored within the electronic health record system designated by ECU Physicians and their components. Any additional records associated with special programs or that are required for patient care outside of the ECU Physicians EHR system are stored either electronically on the Clinic’s secure pirate drive or in a locked office within the Clinic.

**Student Work Room**

The student work room is in Room 1310B and is inside of the Clinic space. This workroom includes student mailboxes and multiple computer workstations for the purposes of clinical reporting and other academic tasks.

**Clinic Mailboxes**

Student mailboxes are in the student workroom (1310B) and these boxes should be checked on a regular basis for important messages related to clinical and other academic notices. While faculty mailboxes are located on the departmental floor (3rd floor) in room 3310C, all clinical supervisors also have a mailbox in the student workroom.

**Patient Waiting Area**

The patient waiting area is in Room 1310 of the Health Sciences Building. Student clinicians should meet their clients in the waiting room immediately following patient check in at the front window. Patient and caregiver counseling and education activities should occur in a private area, as should any discussion of any topics that might divulge specific PHI (protected health information). A portion of the waiting room has been designated as child and family friendly, complete with toys, child furniture, and a television.

Access from the patient waiting area and from outside the clinic requires appropriate identification. Only authorized persons are permitted access using identification badges. All persons entering the clinic area must be authorized or accompanied by an authorized person. **Students, clinic staff, and clinical providers should wear their badges at all times when entering and leaving the clinic.**
Communication in the waiting room is not confidential and thus should be limited to greetings and farewells. Staff, faculty, and students may communicate with patients at the check in/out window. Every effort should be made to maintain patient privacy. A sign asking waiting patients to stand back to allow for privacy is posted at the check in/out window.

**Tests and Materials Room**

The tests and materials room is located in Room 1310L. While most audiology clinic supplies are stored in the clinic audiology booths and audiology procedure rooms, other supplies, materials, screening equipment, and speech-language tests and therapy materials are stored in the Tests and Materials room. There is an electronic database with barcode scanner for check in and out of materials located in the center of the room. Any item with a bar code must be checked out. Tests and therapy materials have barcodes. Toys and games are not barcoded and can be removed from the Tests and Materials room without checking them out. Consideration for others wishing to use these activities is appreciated and you should return them to the designated area following your therapy or diagnostic sessions.

**Audiology Clinic Areas**

Room 1310C, 1310D, 1310K, and 1310M: Audiology Test Booths

**Speech-Language Clinic Areas**


**Staff and Faculty Break Room**

Clinical faculty and staff members have access to a break room which remains locked at all times and requires a code to open. No students will have access to this room without being accompanied by clinical staff or faculty. Food and drink are permitted in this room and not in any other clinical spaces unless part of a therapy protocol.

**Copy Machine**

The clinic copy machine, just outside the clinic office, is intended for use by clinical staff and faculty. Each authorized person is assigned a code for copying clinical documents. **Personal** copies of other materials can be made at Joyner or Laupus libraries. **NO clinical or therapy materials that contain PHI may be copied outside the clinic or the department.** Students can request black and white copies from the clinic office by using a Photocopy/Laminating Request Form. Color copies may be requested and are limited. A request for photocopying requires a supervisor signature and once signed by the supervisor should be placed in the mailbox marked “office” in the student computer lab/work room.
Keys/Badge Access

The clinic supervisors and clinic office staff have keys that open the ECU SLHC and clinic procedure rooms. At the beginning of each weekday, the front office staff will unlock the front door to the clinic by 8:00 AM. They will also unlock but close each of the audiology procedures rooms. At the end of the day, the front office will lock the procedure rooms, the student work room, tests and materials room, and the front door to the clinic.

Authorized access before or after clinic hours is permitted from 7 am to 7:30 pm, M-F, with the use of an ECU One Card, to designated areas only. Individuals with this access are limited to graduate level students enrolled in an on-campus clinical program, clinical staff, and clinical faculty. Audiology 4th year students and SLP students in their full-time internships will not have access to the clinic. Access status is reviewed and updated regularly to currently reflect authorized individuals. Activity logs are also regularly reviewed per HIPAA security and compliance procedures.

Telephones

The telephones within the ECU Speech-Language & Hearing Clinic are for use related to the conduct of clinic business. These phones are not to be used for personal phone calls. Telephones are located in the student work room, procedure rooms 1310F, 1310G, 1310J, 1310K, 1310M, and 1310Y in the audiology clinic area, and treatment rooms 1310W and 1310V in the speech clinic area.

Handicapped Access

The ECU SLHC has been designed for handicap accessibility. Patient and family requests for further assistance should be directed to the faculty supervisor or Clinic Manager.

Department for Disability Support Services
138 Slay Building | Greenville, NC 27858-4353 USA
252-737-1016 voice/TTY | 252-737-1025 fax

The Office of Disability Support Services may also be contacted for assistance with student needs. For more information, visit:
https://dss.ecu.edu/

Interpreter Services

Interpreter services for patients/clients are available as needed. This includes both sign language and foreign languages. 48 hours advance notice is preferred, and these services are coordinated through the clinical support staff. In addition, telephone interpreter services are always available. Please see the clinic manager for more information.
Location

The ECU Speech-Language & Hearing Clinic is in Room 1310 of the Health Sciences Building off Highway 43 North in Greenville, NC. Signs are available to direct our patients to clinic parking on the side of the building complex, and parking is free to our clients.

Mailing address:
ECU Speech-Language and Hearing Clinic
Department of Communication Sciences and Disorders
College of Allied Health Sciences
1310 Health Sciences Building
Greenville, NC 27858
252-744-6104

Physical Address:
2150 W. Fifth Street
Greenville, NC 27834

Directions to the Clinic

Traveling from Rocky Mount:
Take 43 South into Greenville
Pass McGregor Downs Road on right
Turn right onto Health Sciences Drive across from Treybrooke Apartments
Follow signs to clinic & designated Allied Health parking

Traveling from 264 East:
Take 264 E into Greenville where road name changes to Stantonsburg Rd.
Turn left onto Memorial Drive
Turn left onto 5th St. & go down several blocks (past Microtel on the right)
Turn left onto Health Sciences Drive across from Treybrooke Apartments
Follow signs to clinic & designated Allied Health parking

Traveling from 11 North:
Take 11 North into Greenville where road name changes to Memorial Drive
Turn left onto 5th St. & go down several blocks (past Microtel on the right)
Turn left onto Health Sciences Drive across from Treybrooke Apartments
Follow signs to clinic & designated Allied Health parking

Traveling from Washington:
Take 264 West & turn left onto Greenville Blvd
Turn right onto Arlington Blvd
Go to end of Arlington Blvd. & turn right onto 5th street
Pass McGregor Downs Road on right
Turn right onto Health Sciences Drive across from Treybrooke Apartments
Follow signs to clinic & designated Allied Health parking
Clinic Parking

Parking is free to PATIENTS being seen at the ECU SLHC and for research subjects participating in studies in the Department of Communication Sciences and Disorders. Signs are available to direct our clients from Highway 43 to the dedicated clinic parking spaces on the side of the building near Laupus Library.

Patients should check in at the clinic office and obtain a parking pass to hang on their rearview mirror or place in the front driver side window to confirm their status in patient parking.

Any vehicles parked in clinic parking spaces not displaying official parking passes will be ticketed. Written documentation will be required by parking services if a patient of ECU SLHC is ticketed for not displaying a pass while parked for an appointment at the clinic.

Research participants should be provided with parking passes by the researcher or their assistants.
Chapter Two

Safety and Infection Control
Hepatitis B Vaccine Information/Declination Form

All students enrolled in must complete the Hepatitis B Vaccine Information/Declination Form prior to participating in any clinical experiences at the ECU SLHC. Students will be provided with this form prior to or during orientation and the signed form will become a part of their student record.

Influenza Vaccine Information

Generally, it is mandated that all students, staff, and faculty receive flu vaccinations. Information and specific instructions will be forwarded when available, usually in the fall of each year.

Infection Control Policy

The following infection control policy is typically reviewed every three years, as needed. All students are expected to be familiar with infection control policies and procedures in the clinic.
# EAST CAROLINA UNIVERSITY

## INFECTION CONTROL POLICY

**East Carolina Speech, Language and Hearing Clinic**

<table>
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<tr>
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<th>Dates Reviewed: 11/19/03, 11/15/06, 12/4/12, 12/01/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Approved: 11/19/03</td>
<td></td>
</tr>
</tbody>
</table>

Approved By:

- **Paul Cook, MD**  
  Chairman, Infection Control Committee

- **Lori G.**  
  Clinic Manager

- **Shara Stanley, RN**  
  Infection Control Nurse
PURPOSE
To protect patients, staff, and students from infection

PHYSICAL ENVIRONMENT

Hand washing facilities: These are in the clinic restrooms. In addition, waterless hand sanitizing agents will be available in all clinical areas.

Separation of clean and soiled activities: The ECU SLHC only stores items associated with clean activities. Soiled items are disposable and discarded after each use or cleaned following each use with an approved disinfectant.

Traffic Control: No unauthorized individuals will be allowed in the clinic evaluation and/or treatment rooms.

Cleaning Schedule: Clinical areas and restrooms will be cleaned daily by ECU Facilities Services.

Cleaning between patients: Any disposable items used by patients that are not contaminated (e.g., otoscope specula, earphone tips) will be discarded immediately after use into plastic-lined trash cans which are emptied daily. Most patient use items are disposable. Non-disposable items (some impedance ear tips) and clinical surfaces that are contacted by patients will be disinfected and/or sterilized according to guidelines.

EQUIPMENT AND SUPPLIES

All infection control supplies will be obtained from the stockroom and stored in a cabinet in the Clinical Suite.

Personal protective equipment is in a cabinet in the Clinical Suite and in the Audiology Clinic.

The Clinic Suite will have appropriately labeled contaminated trashcans (red bag) and non-contaminated trashcans (clear or brown bag).

Clinical tools and/or supplies will be considered “contaminated” when they have been directly exposed to “infectious waste”, including blood, pus, saliva, and/or other body fluids. Any contaminated non-sharp disposable tools or supplies will go in the red bag trash, and any non-contaminated disposables will go in the clear or brown bag trash.

All oral-motor exams will be done with gloved hands. Disposable latex and non-latex gloves will be available for use. After use, non-contaminated gloves will be discarded immediately into plastic-lined non-contaminated trashcans that are emptied daily.

After use, tissues and tongue blades that are not contaminated shall be discarded into plastic-lined non-contaminated trashcans that are emptied daily.

Disposable audiometric ear tips and electrodes (e.g., impedance, otoacoustic emissions, insert earphone tips, specula) that are not contaminated will be discarded after patient use into non-contaminated plastic-lined trashcans that are emptied daily.
Brainstem Auditory Evoked Response electrodes (flat surface electrodes) that are non-disposable will be cleaned in soap and water immediately after each use and disinfected with alcohol.

The audiometer headphones and bone conduction vibrator will be cleaned with audio preps between patient uses. Disposable headphone covers may also be used to prevent transmission contact with headphone use.

Assistive listening device equipment will be cleaned and disinfected in an approved disinfectant between patient uses.

Clinicians will wear gloves during clinical activities when there are open cuts/sores on the skin of the patient or clinician, when either one has an infectious disease or when there is the possibility of contact with bodily fluids. Gloves also are worn when cleaning, disinfecting, or sterilizing equipment.

Patient hearing aids and ear molds will be received in a gloved hand, paper envelope, or container and wiped with a disinfectant wipe prior to examination.

Augmentative aid covers on Vocaid and VOIS equipment will be removed and thoroughly washed and disinfected with approved disinfectant before being reassigned to another patient.

After use, reusable ear tips that are not contaminated are cleaned and placed in a disinfectant solution bath located in the Audiology Clinic Test Suite.

Reusable tools and tips that are contaminated will be placed in a disinfectant sealed tub. Supervising faculty member will be notified that these items need to be sterilized, and then she will place them in the closed cover sterilization bath.

Sterilization of contaminated non-sharp, non-disposables will take place in a covered-lid bath of Glutaraldehyde Solution. The sterilization bath will be located on an upper shelf in a specified room within the Clinical Suite.

Equipment will be inspected regularly and repaired or replaced as necessary.

A sharps disposal unit is in the Clinic Suite.

**PERSONNEL**

Immunizations

All employees will comply with pre-employment and annual health screening. Refer to the Occupational Health Services policy for Occupational Health requirements for all department personnel.

**CLOTHING**

All faculty, staff, and students will follow the Department Dress Code Policy.

Disposable gowns are to be used during procedures where body fluids may splash.

Eye shields are to be worn during procedures where body fluid or debris may contact the eyes.

Precautions in patient areas to avoid spread of disease.

All personnel will wash their hands with appropriate cleansers before and after every patient.
**APPROPRIATE IN-SERVICE**

During clinic orientation, students and staff will receive training on the principles and methods of infection control within the department and areas served by the department.

On-going in-service education should be attended by all students and staff concerning infection control techniques or procedures useful to the members of this department.

Each student, faculty, and staff member must complete an annual infection control training and quiz. Staff and faculty will be notified when the quiz is available via Blackboard. Students will view the training slides and take the quiz through the Clinical Materials Library Blackboard in the fall semester of each academic year.

**PATIENTS**

All patients being transported to East Carolina who are susceptible to infection (i.e., burns, open wounds) shall have open wounds covered and secretions contained. Patients on AFB, or Airborne Precautions, will be required to wear a mask when being seen in this clinic.

No service will be refused because barriers are in effect.

**MONITORING PLAN FOR STAFF COMPLIANCE TO UNIVERSAL STANDARD PRECAUTIONS**

Random monitoring will be ongoing and reviewed annually by the Clinic Manager.

Faculty, staff, and students will be informed of the results of the monitoring at the end of each academic year.

**REVIEW OF POLICY**

The Infection Control Policy for the Department of Communication Sciences and Disorders will be reviewed every 3 years or as needed.

**CLINICAL ACTIVITIES Requiring Protective Equipment and/or Infection Control Procedures:**

- Examination of ear canals *Gloves
- Disposable specula
- Making ear impressions *Gloves
- Ear Molds and Hearing Aids *Gloves
- Use of needles in Neuroscan Laboratory * Gloves
- Dispose of needles in sharps box
- Use of needles in Hearing Aid Clinic *Gloves
- Dispose of needles in sharps box
- Real Ear Measures Probe tips cleansed with disinfectant after each use
- Ear Curettes/Lavage Equipment Disinfect after each use
- Tympanometry Probe tips cleansed with disinfectant after each use
- Application of electrodes *Gloves
- Dispose of gauze pads and applicators in Biohazard containers
- Videolaryngostroboscopy *Gloves
- Use of fluid safe barrier on counter
Dispose of gauze, gloves & blue-dip cup in Biohazard bag
Airflow Analysis facemask. *Gloves when removing and disinfecting
Acoustic Analysis *Gloves when disinfecting microphone cover
Nasometer Evaluation *Gloves when disinfecting head gear
Oral Mechanism Evaluation *Gloves when contacting patient skin, oral or nasal cavity.
Swallowing / Feeding Therapies *Gloves when feeding and disinfecting clinical area after feeding, use of individually wrapped food items, utensils, straws

*According to Universal Precautions, necessary when open cuts/sores appear on skin of patient or provider of services.

The risk for exposure to blood borne and air borne pathogens in the ECU SLHC is minimal when compared to other medical clinics. However, the following procedures should be followed:

**Hand washing Policy:** policy to ensure hand washing to help safeguard from transmission of infection:
   a) before and after work, between each client, immediately after contact with blood or potentially infectious materials, after removing PPE, before and after restroom, before and after eating;
   b) steps: wet hands if using water; scrub 15-30 seconds between fingers, back of hands and wrists;

**One-time Disposable Equipment:** disposable tools shall not be re-sterilized or reused and will be disposed of appropriately.

**Equipment Disinfection and Cleaning Inventory:**
   a) reminds of definitions for cleaning, disinfection, and sterilization;
   b) offers approved products for doing so;

**Equipment Decontamination:** to ensure consistency in equipment decontamination prior to disinfection or sterilization.

**Definitions:**
   a) **Cleaning:** removal of all foreign material from objects;
   b) **Disinfection:** eliminates many pathogenic microorganisms except for spores, from inanimate objects
   c) **Sterilization:** eliminates all forms of microbial life; established protocols for sterilization;

**Steps in Cleaning for reusable** equipment and tools:
   a) remove visible contamination by placing in a container with water and detergent;
   b) scrub and rinse;
   c) soaked in disinfectant OR wrapped and sent for sterilization;
Levels of disinfection
   a) high-level: destroys all microorganisms except spores;
   b) intermediate level: inactivates most but does not kill spores;
   c) low-level: kills most but not resistant microorganisms (tubercle bacilli) or spores;

Device classification
   a) Critical: objects that enter sterile tissue or vascular system;
   b) Semi-critical: objects contact mucous membranes or non-intact skin
   c) Non-critical: contact intact skin only
Level of disinfection/sterilization determined by device classification: must use pre-approved products

Identification of Patients with Potential TB and other Communicable Respiratory Illness: to prevent exposure;
   a) patients will be sent wearing a mask and clinic staff will receive notification;
   b) will be seen ASAP without stay in a waiting room and discharged ASAP;

Cleaning and Disinfection of Toys: to provide consistency in cleaning & disinfection of toys;
1. Diapered Children
   a) ideally toys should not be shared because of likely hand and mouth contact;
   b) use only non-porous easily cleaned toys;
   c) stuffed or other non-porous toys are allowed if they are not shared;
   d) toys contacted by mouth or hand should be washed, disinfected, and rinsed prior to re-use;
   e) toys should be stored in a clean, dry area;

2. Non-Diapered Children
   a) toys that are used should be cleaned and disinfected weekly and when soiled;
   b) toys contaminated with blood or body fluids must be immediately cleaned and disinfected;
   c) if disinfection is not possible then toys must be discarded;
   d) toys should be stored in a clean, dry area.

Standard Precautions and the Use of Personal Protective Equipment: to provide consistent use.
1. Definitions:
   a) Standard Precautions apply to blood, all body fluids, secretions, and excretions regardless of whether they contain visible blood, non-intact skin, and mucous membranes;
   b) Personal Protective Equipment is clothing or equipment worn for protection against hazard;
2. **Standard Precautions** used to prevent contact with any potentially infectious body material.

3. **PPE used:**
   a) Gloves are used when may be contact with blood or other potentially infectious materials, mucous membranes or non-intact skin of all patients; and are changed after contact with each patient or between procedures if necessary; hands are washed immediately after gloves are removed;
   b) Fluid resistant gowns or aprons when there may be splashes of blood or other potentially infectious materials;
   c) Impermeable gowns or aprons worn when procedures may saturate clothing;
   d) Masks, protective eyewear or face shields when may be splash to mouth, nose, and eyes;
   e) Lab coats to prevent contamination of clothes;

4. **Disposal or cleaning of PPE**
   a) must be readily available where needed and must be cleaned or disposed of at no cost to employee;
   b) disposable PPE that are contaminated are thrown away in red bag trash;
   c) disposable PPE not contaminated may be thrown in regular trash;
   d) Lab coats used as PPE are to be cleaned by the department;
   e) Garments that are contaminated are to be removed ASAP;
   f) All PPE shall be removed and stored, cleaned or disposed of properly.

**Soiled Linen, Trash, and Body Tissues:** to ensure proper handling

1. Soiled linens, such as non-disposable lab coats, will be placed and transported in impervious laundry bags to the linen service to processing.

2. **No sorting of soiled linen** will be done in clinic areas.

**Infectious Waste Management:** to ensure accordance with NC Medical Waste Management rules:

1. **Items are considered “infectious waste”** include blood or items containing blood, pus, saliva, body fluids;

2. **Infectious waste in hazardous trash**, and **sharps in sharps container**;

3. **If infectious waste is spilled**, then evacuate personnel and use PPE, use absorbent material and soak up material and use a germicidal (in spill kit); if large amounts contact housekeeping;
Blood and Other Potentially Infectious Material Exposure: to ensure reporting and follow-up.

1. Exposure is defined as:
   a) puncture or cut from sharp object previously contaminated with blood or other potentially infectious materials;
   b) contamination with blood or other potentially infectious materials on any exposed area of the body with broken or non-intact skin;
   c) contamination with blood or other potentially infectious materials to any mucous membrane surface; i.e., splash or splatter which introduces blood into the mucous membrane lining of the eye, nose, or mouth. Contamination of unbroken intact skin does not constitute an exposure.

2. When ECU employees are exposed at ECU:
   a) Complete ECU Non-patient incident report form & employee takes to ECU Prospective Health (PH);
   b) Facility Incident Report completed & stays in facility;
   c) If exposed at another site, the supervisor at that site needs to work with ECU PH to determine follow-up.

3. When ECU students are exposed at ECU:
   a) Student report exposure to ECU faculty/supervisor and will complete source patient evaluation;
   b) Student is referred to Student Health Services (SHS).

4. When Patient is exposed at ECU:
   a) Report on a Patient Incident Report form;
   b) Notify ECU Prospective Health;
   c) Send patient to Prospective Health;

Failure to report an exposure will be considered a serious breach of policy.

Management of HIV Post-Exposure: to facilitate the work up and management of those exposed to known HIV positive blood. Exposure is:
   a) percutaneous exposure to blood, body fluid or unfixed tissue;
   b) percutaneous exposure to bloody urine, saliva or respiratory secretions;
   c) skin contact if extensive and non-intact skin;

ECU employees should be seen by PH and students by SHS within 2-3 hours of exposure and may use hotline for after-hours exposure.

Blood and Other Potentially Infectious Material Exposure Counseling:
   a) testing is free;
   b) follow-up counseling by physician and/or PH;
   c) testing positive for some conditions may result in report to Health Department

Other policies and information on training for students, faculty, and visitors is available at [http://www.ecu.edu/cs-dhs/prospectivehealth/infection.cfm](http://www.ecu.edu/cs-dhs/prospectivehealth/infection.cfm)
ECU Severe Weather Plan

Postponements and cancellations announced by the university will apply to the ECU SLHC. [http://www.ecu.edu/cs-admin/oehs/emergency/severe-weather.cfm](http://www.ecu.edu/cs-admin/oehs/emergency/severe-weather.cfm)

ECU Administration tries to decide whether to continue, postpone, or cancel classes by 6:00 AM the day of severe weather. When a decision is made, the information is posted on ECU ALERT (www.ecu.edu/alert) and an announcement is recorded on the ECU Weather Hotline (252) 328-0062.

Inclement Weather or Emergency Information
To stay informed of the latest announcements and official statements use this web site [http://www.ecu.edu/alert/](http://www.ecu.edu/alert/)

### Severe Weather Information

<table>
<thead>
<tr>
<th>Emergency Contacts</th>
<th><a href="https://alertinfo.ecu.edu/emergency-contacts/">https://alertinfo.ecu.edu/emergency-contacts/</a></th>
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<tbody>
<tr>
<td>Student / Staff / Faculty Hotline</td>
<td>(252) 328-0062</td>
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<tr>
<td>ECU Physicians Hotline</td>
<td>(252) 744-5080</td>
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<td>WNCT Closing Information</td>
<td><a href="https://www.wnct.com/weather/closings-delays/">https://www.wnct.com/weather/closings-delays/</a></td>
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<td>NC DOT Real Time Travel Information</td>
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<td>HR Adverse Weather Guidelines</td>
<td><a href="http://www.ecu.edu/prr/06/45/02">http://www.ecu.edu/prr/06/45/02</a></td>
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To register to receive alerts and for more information, visit [ECU Alert Information](http://www.ecu.edu/alert/).

The main clinic number, 252-744-6104, will be programmed to announce clinic closures or delays for patients, students, faculty, and employees needing information.
Hostile Intruder

A threatening individual who is on campus (and/or in a University building) that has threatened or has caused an act of violence on campus against a member(s) of the University community is considered a hostile intruder. This includes individuals who committed an act of violence off-campus and who may now be on campus or may be headed toward the campuses (and/or clinics operated by the University). If notified of a hostile intruder in your area take the following protective measures:

"Figure Out" The situation, what is going on?
"Get Out" If you determine that you can get out to a safer area. Leave your belongings behind. The best way to survive an active shooter situation is, not be where the shooter is and not go where he/she can see you.
"Hide Out" If you cannot get out, then you must find a place to hide out.
"Keep Out" Hide in a room that can be locked with objects to hide behind. Block the door with heavy furniture.
"Spread Out" DO NOT huddle together. Quietly talk about what to do if the shooter enters. Remain Calm.
"Take Out" If you determine there is no other option than to take out the shooter, then be prepared to do whatever is necessary to neutralize that threat.

Lockdown Procedures-ECU SLH Clinic

The ECU Alert System will announce any building lockdowns through the phone system.

The ECU SLH clinic administrative staff or faculty will lock the front door to the clinic. No one who is outside of the building once the doors are locked will be allowed in. Patients and/or families already in the clinic will be escorted to areas of the building that are designated as safe rooms and will remain there until the “all clear” call is given by campus police. Except for the front door entering from the main building ALL clinic entrances require key or badge access and remain locked at all times.

Faculty, staff, and students who are in other areas of the AHS building will follow procedures designated by the College of Allied Health Sciences.
Medical Emergency Plan

Call 911 on a university phone (land-line) when possible. Provide your name, location, telephone number, nature of the patient’s injury, number of people injured, age and gender of patient, and patient’s level of consciousness and breathing. Return to the patient. Administer first aid. Keep victim as calm and comfortable as possible. Remain with the patient until ECU police officers or emergency rescue personnel arrive. If possible, send someone to meet the emergency personnel outside of the building.

If you used a cell phone for the initial 911 call, direct someone to use an ECU phone to call 911 to alert ECU police of the situation. When calling emergency personnel, please provide the following address:

2150 W. Fifth St, Greenville, NC
Chapter Three

HIPAA, FERPA, and Privacy Information & Policies
Protected Health Information (PHI) Disclosure and HIPAA Forms and Information for Patients

All HIPAA forms are in a filing cabinet accessible to all faculty, staff, and students. In addition, all forms including English and Spanish versions can be found at: https://hipaa.ecu.edu/

The following forms are required for patient care:

Notice of Privacy Practices

This notice is to be signed upon check in at the patient’s first visit clinic visit and renewed when affected by policy changes or directed by the Compliance Officer. The top signature page is to be placed in the patient file and the remaining document is to be given to the patient/family. This form is readily available in both English and Spanish. Both English and Spanish versions are available in brochure form outside the patient check in window.

Individual Request for PHI

This request is to be signed when a patient, parent, legal guardian, or person with Power of Attorney wishes to request specific PHI from the patient’s medical record outside of information relevant to the documentation from the date of service. An example would be: Patient requests a copy of a documentation from a previous visit already given to him/her. The signed authorization can be valid for up to one year from the date of the signature or can be designated for a specific event or document. All requests for PHI are handled through the clinic office staff.

Authorization for Use or Disclosure for PHI (required to obtain or submit information to outside agencies/entities)

Signature by the patient or designated representative authorizes release of specified PHI to a specified entity OR request by ECU Speech-Language and Hearing Clinic to a specified entity for described documents, records, or information. The date of validity expires within one year of the date of the patient’s signature. A specific event or date can also be designated for expiration of this form. An example would be: Provider needs a copy of the patient’s school IEP for continuum of care OR the parent requested that a copy of an evaluation report be sent to the child’s school. Each line item for type of record must be initialed by the patient/parent/person with power of attorney, in addition to being signed and dated. Service providers are responsible for completing the forms, getting them signed, and notifying the office staff of the request for release, as well as updating them annually when appropriate.
Recording (audio and video) of Patients and Students

Providers must obtain a written release to record patient sessions (photography, audio, or video) for purposes other than general patient care. Photos, audio recordings, and video recordings used specifically for patient care must become a part of the patient record. In order to record clinic sessions for any other purpose, patient permission is required for the specific purpose of the recording (i.e., student learning, case presentation for student teaching, case presentation at a professional event or for review by colleagues as a consultation or mentoring activity). The Authorization for Use or Disclosure of PHI with the appropriate purpose, specific date, or relevant information included and signed by the patient is required and should be updated annually, when appropriate. It is the clinical provider’s responsibility to complete this form as needed, and/or verify that it is updated annually.

Patient Observation by Individuals/Volunteers from Outside of CSDI

Requests for permission by outside individuals to observe patient sessions or to serve as a volunteer in the Clinic must be approved by the Clinic Manager and the appropriate clinical coordinator. Volunteers who have been approved by the Clinic Manager must complete Brody School of Medicine requirements before being allowed to participate in clinic activities. For more information: http://www.ecu.edu/generalistprograms/clinical_checklist.htm.

Other visitors, such as professionals observing specific methods or protocols may be required to meet specific criteria, once approved by the Clinic Manager. Written permission by the patient is required for any visitor to be included in a patient session. Family members who are responsible for the patient or are needed to be present for patient care are allowed in the procedures area with the patient, given the patient’s verbal permission, unless it is deemed to interfere in patient care.

Confidential Patient Communication

1. Communication with patients or caregivers should take place in a private location or via the check in window.
2. Email communication is NOT allowed between patients/caregivers and students. Encrypted email is available to and may be used only by ECU employees, per specific policies.
3. Communication via wireless devices (cell phones, tablets, or other electronic devices) is not allowed between patients/caregivers and students.
4. Students should not communicate via social media with patients or caregivers.
5. Telephones (land lines) are provided in some of the audiology procedure rooms, the student computer lab, and four locations in the speech-language clinic. Students should use those phones to call patients.
6. When leaving messages, the main clinic number (252) 744-6104 should be given as a call back number. The following script should be used: “This is Janie Jones from ECU Speech-Language and Hearing Clinic. Please return my call as soon as possible. My number is 252-744-6104. Thank you.” No other information should be left in the message.
7. All outgoing email should contain the following:

CONFIDENTIALITY NOTICE:
This email may contain confidential health information that is legally privileged. This information is intended for the use of the named recipient. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of this email is strictly prohibited. If you receive this email message in error, please notify the sender immediately to arrange disposition of the information.

8. If a patient communicates with you via email when you have not elicited the communication, you should respond with the following:

“Our communication is important to me. However, according to ECU policy, email communication is not permitted with patients unless the email is encrypted (protected). Because this email is not encrypted, I am not able to communicate with you through this email.
Please make contact by calling 252-744-6104 or speak to me at your next appointment.”

Protection of Patient PHI-Clinical Procedures

HIPAA policies pertain to clinic provision of services. Patient files, ex: Aphasia/Book Club, Articulation, Accent Modification, OPH, ROTC and test records are stored in a locked room behind the clinic office. Other patient files are housed in our electronic medical records system, EPIC. All paper files removed from the locked room are to be signed out with an “out” file card which would be used as a place holder until the file is returned. Your name, the patient’s name, and your clinical supervisor’s name should be written on the “out” file card.

Patient files should remain in locked areas of the clinic. NO patient files or documents containing patient information should leave the clinic unless for authorized research purposes or meetings with clinical supervisors. In this case, all files or documents should remain within the Department of Communication Sciences and Disorders (clinical, research labs, and department offices).

Patient files should be returned to the clinic file room promptly. Printing or copying of patient information from EPIC is not allowed without specific instructions from the assigned clinical supervisor.

NO patient information will be saved or stored to a USB, flash drive, or portable storage device. All students and faculty have access to their own “piratedrive” which is password protected. Your own pirate drive can be used to store patient information for reports, session documentation, and therapy materials containing PHI for patients that you are working with. Best practice is that the information saved is de-identified and only identified for a final printing to be signed by the provider prior to being added to the patient’s chart. All supplemental patient information is a part of the patient’s medical record and should not be stored separately from the patient’s chart except in an authorized manner. An example would be: Test protocols that are too cumbersome to be scanned to the chart will be stored in supplement files in the clinic and subject to archiving within a year of the date of service.
NO online scoring, data collection, or other type of program or application is to be used without prior approval from IT Security. If you are not sure, ask your supervisor or the Clinic Manager. These applications/programs MAY be requested through the Clinic Manager.

Emailing reports or documentation containing PHI or any identifying information between students and clinical supervisors is prohibited.

Scoring of testing protocols outside of the clinic or departmental offices or labs is prohibited.

Electronic health records should only be accessed as allowed under HIPAA guidelines. Access to files that are not relevant or specific to patient care by the provider or student is prohibited. Specific training for the EHR system used by ECU SLHC is REQUIRED prior to students, staff, or faculty being allowed access.

**Per ECU PRR number REG 12.60.22, entitled, “HIPAA Minimum Necessary Uses and Disclosures of and Requests for Protected Health Information,” Section 3:**

3. Policy

3.1. It is the policy of ECU Health Care Components to:

3.1.1. Limit the Use of PHI to only the minimum extent necessary to accomplish specific job duties;

3.1.2. Ensure that PHI is only disclosed to the amount reasonably necessary to satisfy the Disclosure;

3.1.3. Limit any request for PHI from other Covered Entities to that which is reasonably necessary to accomplish the purpose of the request; and

3.1.4. Specifically justify that the Use, Disclosure, or request for an entire medical record from another Covered Entity is the amount of information reasonably necessary to accomplish the purpose of the Use, Disclosure, or request.

3.2. The minimum necessary requirement does not apply to:

3.2.1. Disclosures to a provider for treatment;

3.2.2. Disclosures pursuant to an authorization;

3.2.3. Disclosures to the individual about his/her PHI;

3.2.4. Disclosures made to the Department of Health and Human Services for compliance and enforcement purposes;

3.2.5. Disclosures required by law; and

3.2.6. Uses or Disclosures required to comply with federal privacy regulations.

For more information on ECU’s policies, rules, and regulations regarding access to protected health information, go to [http://www.ecu.edu/PRR](http://www.ecu.edu/PRR), and click on “Health Affairs.”
Research and ECU SLHC

ECU SLHC is committed to supporting access to patients for research purposes so long as appropriate procedures are followed. When patients sign the Notice of Privacy Practices, they are agreeing that they understand that they MAY be contacted directly to participate as part of a research project. The following procedure should be followed when requesting to use patient information in the clinic:

- A copy of the IRB which states that the researcher can recruit subjects from the clinic should be forwarded to the Clinic Manager
- The researcher or any person working for the research must request access to the patient records from the Clinic Manager
- All appropriate documentation of access to patient files is completed (disclosure logs must be completed)
- Researcher treats all PHI in accordance to the IRB’s stated requirements for confidential information and keeps the information stored in a locked area

Prior approval (using the request for clinic use form) is required to use clinic space and/or clinic materials of any kind for research purposes. An approval form can be obtained from the Clinic Manager and must be submitted at least two months prior to the date access is needed.

Workstation Security in the Student Computer Lab/CSDI

ECU SLHC provides a secure working space for students in the clinical program. The Student Computer Lab is located inside the clinic. The door is locked at clinic closing. Students may stay in the lab after hours to complete clinic documentation or reports but are to close the locked door when leaving. There is a single printer in the lab. Paper is provided for printing, as is clinic letterhead, and toner.

ALL clinic documentation or any information related to patients in the clinic MUST be printed in the student lab or in CSDI offices. Printing of documents containing patient’s PHI is prohibited on public printers.

Following required training, students are granted access to EPIC, the clinic’s electronic health record system per the policies, rules, and regulations of ECU. The link to EPIC is installed on computers in the designated clinic student computer lab.

Please note that ALL actions in the EPIC system are tracked by the IT Security and Compliance Departments at Vidant as a part of quality control for compliance to access policies. All workstation security practices are to be followed.
Workstation Security Practices

Do not share your passwords with anyone.
Log off of your workstation when you walk away from your desk.
Do not access files with patient information or PHI over public computers.
Do not allow anyone to work on a computer where you are logged in.

Audio Recording Policy

ALL Speech Language Pathology graduate clinicians enrolled in clinical practicum will be required to review and sign a copy of the Audio Recording Policy for Graduate Student Clinicians.

Audio Recording Policy for Graduate Student Clinicians: ECU SLH Clinic

1. In order to audio record patient sessions, graduate student clinicians must have completed the HIPAA training and have a written release to record signed by the client or his/her legal guardian within the past 12 months.

2. Audio recordings of patient sessions are to be made using clinic-owned digital recorders that are stored in a locked drawer within the Clinic Office. Students are to sign out a recording device from designated student graduate assistant during times and days set for check out/in. Students are required to review instructions for use of the recorder prior to operation of the device-located in the file cabinet facing the student computer lab door.

3. After recording a clinical activity, students are asked to secure the recording device by placing it within their student mailbox in the Student Lab/Preparation Room within the Clinic.

4. Students may keep the device in their student boxes to use for multiple clients throughout the semester. Students may check out ONE device at a time.

5. Students may not copy the recorded materials onto any portable device or computer hard drive but may copy to their personal pirate drive.

6. Students may not remove the clinic-owned digital recording device from the Department of Communication Sciences & Disorders.

7. Students should listen to the recording in a confidential room within the department using their own personal headphones.

8. The Clinic Manager may call in any or all audio recorders at any time during the semester in order to audit for compliance.

9. Upon check-in, the designated student graduate assistant will delete all recorded file(s) and return the recording device to the clinic for storage in a locked drawer or for check out. The designated student graduate assistant will maintain log entries for each device cleared of recorded files.
10. **Loss of a recording device must be reported to the Clinic Manager who is required to report the loss to ECU Police and ECU IT Security.** If the device is not recovered or if it has been determined that the recorder was accessible to unauthorized persons, due process would determine whether this is a breach of HIPAA policies and resulting penalties will apply.

11. **Damage or loss of the recording device will result in a charge to the student** in the amount needed to repair or replace the recording device.

**FERPA and East Carolina University**

http://www.ecu.edu/prr/02/40/01

Please visit ECU Office of the Registrar for more information regarding FERPA.

**FERPA related to Clinical Practicum**

According to FERPA, information on student coursework and/or performance may not be shared with individuals other than faculty members with a legitimate educational interest. This means that information related to a student’s coursework and/or performance can be shared with other faculty supervisors if they have a legitimate need to know.

Students are asked to sign a FERPA permission form to allow the appropriate Clinic Coordinator, Internship/Externship Coordinator, and/or Program Director to discuss a student’s coursework and/or performance with off-campus supervisors. The purpose of that type of communication is to allow off-campus supervisors to determine whether the student has the skills and knowledge to succeed at the assigned site and in the types of clinical activities that would be encountered at that site. Failure to permit this information exchange could result in a supervisor refusing a student’s participation at the assigned clinical site.

**Speech, Language, and Hearing Screenings Disclosure**

As part of the clinical learning process for CSDI Masters’ students, clinicians may provide speech and hearing screening services under the guidance of one or more of the licensed and certified clinical instructors in our department as a part of an organized screening event. Individual screenings may be suggested at the discretion of a clinical provider.

These screenings are offered as a free service to our incoming undergraduate students and participation is voluntary for all students. In addition, results of the screening will be shared in a confidential manner and records shall be stored in accordance with the NC Licensure Statue.

Results will be discussed individually and confidentially with the student being screened. Should any results indicate the need for further evaluation, recommendations will be made accordingly so that the student may decide how to best pursue evaluation and potential remediation services.
Should results indicate the potential for impact on participation in the program (see the program’s Minimum Technical Standards), student’s self-disclosure to ECU’s Office of Disability Support Services may be warranted.
Chapter Four

Professional Conduct and Dress Code
Professional Standards & Behaviors Expected of Student Clinicians

Minimum Technical Standards

The Minimum Technical Standards for enrollment in the professional degree programs are in the respective professional handbook found on the CSDI website at http://www.ecu.edu/cs-dhs/csd/

The Minimum Technical Standards described in each program handbook apply to all aspects of programs at CSDI, including clinical practicum.

Conduct in the Clinic

ALL clinical supervisors are certified by the American Speech-Language and Hearing Association. Specific information about Scope of Practice is available:

Audiology:  
https://www.asha.org/policy/SP2018-00353/

Speech-Language Pathology:  
http://www.asha.org/policy/SP2016-00343/

ALL conduct in the clinic is to be in adherence with the ASHA Code of Ethics at:

https://www.asha.org/Code-of-Ethics/

In addition, students must adhere to the ECU Conduct Process Guidelines found at:
http://www.ecu.edu/PRR/11/30/01/

ALL clinical supervisors are licensed by the NC Board of Examiners for Speech-Language Pathologists and Audiologists. Statutes, scope of practice, and guidelines for our professions in the state of NC are available at:
http://www.ncboeslpa.org/index.htm
Licensure and Certification Requirements-Clinical Clock Hours

ASHA Certification Requirements:
http://www.asha.org/certification/

Access to state licensure board requirements for all states in the US, as well as other US territories and international requirements is available through ASHA. State requirements vary. KNOW the licensure requirements for the state/area you will be seeking employment/licensure in.

Licensure requirements for the state of North Carolina are available at:
http://www.ncboeslpa.org/index.htm

Instructions for completing North Carolina Licensure are available at:
http://www.ncboeslpa.org/APPLICATIONPROCESSAtoZ.pdf

Other helpful sites for professional support in North Carolina:

North Carolina Department of Public Instruction (public school employment, pay schedules, certificate instructions)
http://www.dpi.state.nc.us/

North Carolina Speech, Hearing, and Language Association-NCSHLA (professional organization for speech-language pathologists, audiologists, and speech-language pathology assistants)
http://www.ncshla.org/

North Carolina Audiology Association (professional organization for audiologists in NC)
https://www.ncaudiologists.org/

The American Academy of Audiology (professional organization for audiologists)
https://www.audiology.org/
ECU SLHC General Principles for Conduct

Ethical Conduct

Student clinicians will:
· ensure the welfare of clients by complying with the ASHA Code of Ethics, as directed by the clinical supervisor

Confidential and Safe Practice

Student clinicians will:
· review university HIPAA policies, rules, and regulations, complete annual training as required, and adhere to the stated policies
· review ECU SLHC Infection Control plan each semester of participation in the on-campus clinic; complete annual training and quizzes on Blood borne/Air borne Pathogens and Infection Control, and adhere to the stated policies

Preparation/Execution/Follow Up of Clinical Sessions

Student clinicians will, on a regular basis:
· discuss clinical goals and objectives with the supervisor
· plan for clinical sessions and ensure that appropriate materials and equipment are prepared
· arrive on time for clinical sessions, as directed by the supervisor
· seek ways to expand clinical knowledge, skills, and abilities.
· review and follow clinic policy on protection of PHI
· review and comply with clinic dress code
· follow clinic procedures related to client intake, testing, and documentation, as directed by the supervisor
· appropriately use and account for materials and equipment
· refrain from the use of informal and/or casual language
· show appreciation for clinical views differing from their own
· show positive regard to supervisors, clients, families, & others, regardless of cultural backgrounds/beliefs
· demonstrate self-evaluation of performance during clinical sessions
· accept feedback from supervisors or others as opportunity for growth and learning
· complete follow-up activities and reports in a thorough and timely manner, as directed by the supervisor
· engage in meeting times to discuss clinical performance with the supervisor
Professionalism is demonstrated both by our behaviors and our attire.

All faculty, staff, and students are asked to abide by the Clinic Dress Code as described below.

**ECU SLHC Dress Code**

Faculty, staff and students are asked to dress according to the ECU SLH Clinic Dress Code when they are in the clinic.

The Dress Code applies during ECU SLH Clinic operating hours-year-round. **Note that there is a variation in clinic dress for patient care and clinic dress in general.**

Faculty and students are required by law to wear their ECU ID badges (Senate Bill 951, Article 37 Health Care Practitioner Identification).

**When in the ECU SLHC and NOT providing patient care**, the following dress code applies:

- Clean and neat apparel should be worn - frayed, ripped, or stained garments are not allowed
- No athletic clothes - sports bras, gym shorts, tank tops
- Shorts, dresses and skirts should be no shorter than 2 inches above the knee
- No dresses or tops with thin or spaghetti straps; no strapless tops or dresses
- No low-cut pants and/or tops
- No leggings unless covered by regular dress length tunic (2 inches above the knee)

In addition to the requirements listed above, **the following dress code applies when providing patient care or working in the clinic:**

- Business casual attire is generally appropriate - nice polo shirts, casual slacks/pants, sweaters, jackets, nice casual shoes
- Polo shirts are allowed as part of business casual attire. CSDI Polo shirts are preferred. (rev 9-14-16)
- Jewelry should be minimal; avoid large hoop or dangling earrings, large and heavy and/or dangling necklaces or bracelets; avoid multiple earrings
- Facial or tongue piercings are not allowed during patient care
- Hair color should be natural shades or hues
- Tattoos should be covered unless minimal in size; no facial tattoos are allowed
- No spiked heels, platform shoes/heels, tennis shoes, or flip flops; shoes with backs are preferred*
- Fingernails should be short and well-manicured; polish may be worn but no nail jewelry is allowed
- Business casual capri pants or ankle length pants may be worn
- Revealing clothes that show cleavage (either end) or midriffs are not acceptable
- Skin tight dress pants are not acceptable
- No shorts are to be worn while providing patient care
- Students working in the vestibular clinic MAY wear clean athletic shoes.
During vestibular appointments, gloves should be worn during all assessments and gowns should be
worn when completing caloric stimulations.

**On-campus and off-campus supervisors may state additional requirements when working with
specific populations or patients.**

Clinical supervisors and staff are asked to advise those not dressed according to code as to why their
attire is not appropriate.

White lab coats are available in the Test and Materials Room, if needed.

**Clinical sessions will not be rescheduled due to dress code violations** and the expectation would be
that the session be completed wearing the lab coat. Following clinical obligations for the day, the
person violating the dress code may be asked to leave the clinic and return in appropriate attire.
The supervisors and staff may use their judgment as to whether the specific incident should be reported
to the Clinic Manager, appropriate Clinic Coordinator, or the Program Director. If serious, a professional
misconduct notice may be issued. Clinical practicum grades can be negatively affected depending on the
violation. In addition, remediation or dismissal from the program can be considered.

**Cell Phone Use in the Clinic**

The use of personal cell phones or other devices connected to personal cell phones during treatment or
diagnostic sessions is NOT allowed. Texting, checking email, and talking on the cell phone during a
session is prohibited, unless directly related to patient care and approved by the clinical supervisor.

Supervisors MAY allow the use of cell phones as timers/stopwatches. Recording of sessions
(video/audio) is only to occur via the use of approved devices. Personal cell phones or other personal
electronic devices are not authorized for storage of any form of PHI. All cell phones should be placed on
“silent” inside ALL clinic areas, including the student work areas.

**Food and Drink in the Clinic Areas**

Water is permitted in the clinic areas and treatment rooms in closed containers. Coffee and other
beverages should be limited to public areas outside of the clinic and are not allowed in treatment
sessions.

Food is not permitted in the clinic areas outside of the faculty and staff break room unless it is part of a
treatment protocol.
Conflict Resolution

Occasionally, conflicts arise in certain situations. Most conflicts can be resolved through thoughtful, respectful and courteous interactions. If a conflict should arise that cannot be resolved, the following procedure is recommended:

1. The two parties should engage in a respectful discussion.
2. If the conflict is between two students, the supervisor, clinic coordinator, or program director should be involved to facilitate a courteous and respectful resolution.
3. If the conflict is between the student and supervisor, the clinic coordinator or program director should be involved to facilitate a courteous and respectful resolution.
4. If the conflict is between the student and clinic coordinator, the program director or department chair should be involved to facilitate a courteous and respectful solution.
5. If the conflict is not resolved, a meeting may need to be scheduled with unbiased faculty or the Dean of the College of Allied Health Sciences.

Clinic Grades/Professional Behavior

Students are expected to engage in and develop professional behaviors while participating in clinical activities. ECU SLHC is committed to providing a safe learning and working environment for our students and patients alike. Clinical supervisors will address any areas of weakness regarding professional behavior during mid-term and final clinic grading periods or throughout the semester in verbal or written feedback sessions.

In addition, supervisors may cite students in writing for non-professional behaviors. If the behavior is serious, the student will be required to meet with the appropriate clinical coordinator and/or the Clinic Manager/Program Director to determine whether more serious consequences should be considered. In some cases, behaviors that are not in accordance with either the clinical guidelines or behaviors that violate ECU Student Code of Conduct may result in dismissal from a clinical rotation, an internship/externship site, dismissal from the program, or other more stringent penalties.

The ECU Student Code of Conduct is available from the Office of Students’ Rights and Responsibilities: http://www.ecu.edu/prr/11/30/01

Diversity and Non-Discrimination

The ECU Department of CSDI and the ECU Speech-Language and Hearing Clinic fully support and are guided by East Carolina’s policy to ensure non-discrimination. As outlined at https://oed.ecu.edu/, the University Diversity Mission, CSDI “is committed to enriching the lives of students, faculty, and staff by providing a diverse academic community where the exchange of ideas, knowledge and perspectives is an active part of living and learning. The university seeks to create an environment that fosters the recruitment and retention of a more diverse student body, faculty, staff and administration. The university defines diversity in a broad context to include the representation, integration and intersection of different races, genders, ages, ethnicities, cultures, national origins, abilities, religions, sexual orientations, gender identity, veteran status, socio-economic status, intellectual positions and
perspectives. The university desires a pluralistic academic community where teaching, learning and living occurs in an atmosphere of mutual respect in pursuit of excellence. The university considers diversity, the opportunities afforded by a diverse learning environment, and the authentic interaction among people from various backgrounds and persuasions to be essential elements in achieving excellence in academia.”

CSDI specifically creates clinical experiences both on and off-campus for students that reflect our respect for and appreciation of the individual diversity of our student clinicians and the clients they engage.

As outlined in the Masters’ Degree Student Handbook and Doctor of Audiology Handbook, students are required to have minimum communication standards to ensure that they are able to “speak, to hear, and to observe clients in order to elicit information. Graduate students must be able to communicate effectively and efficiently in oral and written forms.” In addition, the Department of CSDI and ECU Speech-Language and Hearing Clinic are guided by the ECU Graduate School policy that non-native English speakers that have not completed at least one year of education (minimum of 18 credit hours) at a United States school, are required to take a standardized English language exam or complete the ECU Language Academy (ECULA) program. For more information, please see your respective handbook.
Chapter Five

Clinical Processes
Scheduling of Patients

In general, the front office staff is responsible for scheduling patients and confirming appointments. There are times that clinical supervisors or students may need to call to confirm or reschedule patients directly.

The front office clinical staff MUST be notified of ANY schedule change or patient added to a clinical supervisor’s schedule. Clinical supervisors may email the office directly. Students should not use any PHI in email communication-only date and time of session.

Student Clinical Assignments

Speech-Language Pathology student assignments are made in advance of the first session by the clinical program coordinator. Students will receive the date and time of the patient’s session, type of session (diagnostic or treatment), and the supervisor’s name via email. Patient’s name and date of birth will be provided to you confidentially by the appropriate clinical coordinator or assigned supervisor. Following receipt of the assignment, you should immediately contact the supervisor involved and set up a planning meeting.

Audiology student assignments are made prior to the first day of clinic. The student is responsible for contacting their supervisor(s) to set up required meetings.

The patient’s chart should be reviewed by the student PRIOR to meeting with the assigned supervisor. Checklists to help guide students in this process are available on Blackboard in the Clinical Materials Library.

Training is required prior to accessing the electronic health record system. If a student has not been trained and needs access to patient charts, contact the assigned clinical supervisor for guidance. In general, training for students occurs in October of their first-semester of graduate school.

Student Absences

Certain situations do arise when students may need to be excused from clinic. The following reasons are excused:

Illness-if you are running a fever, suspect that you have something contagious, (stomach bug, flu, etc.), please call/email your supervisor as SOON as you know that you are not able to come in.
Family emergency—illness or death of immediate family members are excused absences. Please call/email your supervisor as soon as you know you will not be able to come in. Accident—if you are involved in an accident, injured, and can communicate in some way with someone in the department, please do so. Consider having a plan for notification of the department if you are unable to do so.

In some cases, you may be asked to provide proof for your reason for absence and/or find another student to complete the clinical assignment. Both Audiology and SLP students are also required to notify the appropriate clinic coordinator regarding any clinic absences.

Other reasons may include:

Attendance or presentation at a convention or conference. Students will need to notify their clinical supervisor and the speech-language clinic coordinator/audiology clinic coordinator in advance. Your supervisor may require that you plan for your absence by preparing materials for sessions.

For speech-language pathology students: If you know in advance that you are attending a convention or will be out for an excused reason, you will need to notify the SLP clinic coordinator as soon as possible so that adjustments can be made to clinical assignments. These activities are encouraged and are important in your development as a professional.

If you have a question about whether an absence is excused or not, you may communicate with your supervisor and clinic coordinator.

**Attendance During Inter-Semester Breaks**

Continuation of clinical assignments is strongly encouraged during inter-semester breaks to ensure the required number of clinical clock hours to complete the program. The clinic is a fully operational clinic and patients are seen year-round, except during university closures or scheduled provider vacations/absences. It is wise to consult with the clinical coordinator and/or your assigned clinical supervisors regarding inter-semester participation. In addition, all paperwork or documentation MUST be completed prior to leaving campus.

**Policies for Cancellations, Missed Appointments, No Shows**

The ECU SLHC makes every effort to work with patients during hardships to manage missed appointments or cancellations. It is important that students are aware of how to handle such interactions in a professional manner.

In general, supervisors can make the determination on how to work with patients when needed. The policies are as follows:
Two missed appointments or three cancellations in a semester may result in a letter to the patient telling them that they will be placed on the waiting list for the next semester and the slot will be filled with another patient.

One no-show for a diagnostic session may result in the patient being placed on the list for next available slot after other patients who have been waiting are scheduled.

Sessions are a “no-show” after 20 minutes past the time the session was supposed to start. The clinical supervisor makes the decision to “call” the session.

Patients who are in regularly scheduled slots for therapy will not be allowed to “hold” scheduled slots should they voluntarily decide to stop therapy for any length of time (i.e., summer break). The ECU SLHC usually has a waiting list for scheduling therapy slots, especially after-school slots. The next person on the waitlist will be contacted to fill the vacated slot. The patient who vacated the slot by voluntarily stopping therapy will be added to the waitlist, if they wish, to be contacted for future scheduling when a slot becomes available. Possible physician’s orders and insurance authorization may apply.

Templates for letters to communicate with patients regarding the policies state above are available on Blackboard in the Clinical Materials Library.

Student Liability Insurance during Clinical Practicum Experiences

Liability insurance is acquired by the College of Allied Health Sciences for students at the beginning of each fall semester of clinical practicum. The policy is good for one year and students are covered while in CSDI clinical activities through graduation from the program.

Greeting Patients

Patients are checked in at the front desk. Please observe the following rules when greeting patients:

- Wait until patients have completed the check in process and gotten their parking pass in place before taking them back to the session area;
- First time meetings, introduce yourself and your clinical supervisor to the patient and caregiver(s);
- Invite patient and/or caregivers back to the session area;
- Do not communicate about any specifics of the case in the waiting area;
- When waiting for your patients, please do not stand in the area outside the student computer lab and chat;
- When the session is finished, communicate with the caregivers or patients about their session or home program in the treatment room or other confidential areas;
- Be mindful that others can hear your discussions when you are in the common areas of the clinic, the clinic office, and in the student room;
At the beginning of each semester, provide your patient/caregiver with an information form that lists your name, your supervisor’s name, the clinic phone number, and upcoming holidays or clinic closures.

Guidelines for Clinical Sessions

The clinic can be a very busy and exciting place. We have small children who love to have fun and adults who love to chat or practice voice exercises! We must remember that there are others in testing or therapy sessions who may have difficulty with attention in noisy environments. Our audiology booths are right in the middle of everything, too. Here are some guidelines to help things flow smoothly in the clinic:

Speech Language Pathology

- Each clinic room on the speech-language side has a schedule posted outside the door. At the beginning of each semester, ask your supervisor which room you will be in for treatment sessions. Mark the schedule with your supervisor’s initials in the appropriate time slot.
- Try to keep patients and caregivers inside of the therapy rooms to discuss sessions or for chatting. Chatting in the hallway violates HIPAA policy and disturbs other sessions.
- Manage behaviors. Children should not be allowed to run up and down the hallway or open other treatment room doors.
- Clinic policy is posted but sometimes we must remind parents that they are to remain on the premises while their children are in session.
- Clinical supervisors MUST be on the premises for you to conduct a session. You may have an “on-call” supervisor for certain non-billable sessions, but a licensed, certified provider must be on the premises. Clinical supervisors are required to be present and in control of any session billed to a third-party payer, as well as meet licensure and ASHA guidelines for observation of sessions. Consult directly with your supervisor for details or questions.
- Session planning is your responsibility, including meeting with your supervisor for planning of therapy and diagnostics.
- Session documentation is required for every session. Access to the electronic health records system requires training; however, part of the clinical experience is learning to document effectively. Report templates are posted in the Clinical Materials Library on Blackboard when direct access is not granted for EHR. Students who are trained and have been granted access to EPIC will submit session documentation for supervisor approval per individual supervisor instructions via EPIC. Additional resources are also available in the Clinical Materials Library on Blackboard or may be provided by clinical supervisors. It is important to follow required timelines for submission of documentation.
Working folders are used to help you track your patient’s progress but should NOT contain any PHI. Working folder guidelines and documents for speech-language folders are in the Clinical Materials Library. Speech-language students should have a working folder for each patient. Consult with your supervisor regarding specific requirements. Some may have different requirements based on the type of patient.

Your supervisor may ask for a session treatment plan to review and follow during the session. Other requirements for session planning are up to individual clinical supervisors and based on patient or supervisor needs.

Feedback on session performance is usually given after the session or in written form in your working folder, or verbally in a separate meeting with the clinical supervisor.

Recognize that you will be exposed to new learning situations as a graduate clinician. Use these opportunities to reflect, grow, and evolve into a respected and knowledgeable professional.

Learning about your patient is your responsibility. Not only should you come prepared to your first planning meeting but you should research evidence based practices that may be appropriate for your client. Bringing your well-researched ideas and input to the table is an important part of the clinical learning experience. If you have not been trained on EPIC, your initial meeting with your supervisor will be to review your assigned client’s chart together. Based on supervisor approach and your learning needs, the supervisor may require a follow up meeting in which you should be prepared to collaboratively discuss plans for your patient.

Using food in a session is a possibility. ALWAYS check with parents/caregivers regarding food allergies and to ask permission for consumption. Food used should be in individually wrapped containers and should not come from home kitchens.

The clinic has policies on missed appointments, although we will do everything possible to work with patients who have hardships to be flexible. Clinical supervisors will make the decision to dismiss patients for missed or canceled appointments.

- **Audiology**
  - Try to keep patients and caregivers inside of the treatment rooms to discuss sessions or for chatting. Chatting in the hallway violates HIPAA policy and disturbs other sessions.
  - Manage behaviors. Children should not be allowed to run up and down the hallway or open other treatment room doors.
  - Clinic policy is posted but sometimes we must remind parents that they are to remain on the premises while their children are in session.
  - Clinical supervisors MUST be on the premises for you to conduct a session.
- Session planning is your responsibility, including meeting with your supervisor in planning meetings.
- Ensuring session documentation is your responsibility.
- Your supervisor may ask for a session treatment plan to review and follow during the session. Other requirements for session planning are up to the clinical supervisors and based on patient or supervisor needs.
- Feedback on session performance is usually given after the session, in written or verbal form, or in a separate meeting with the clinical supervisor.
- Recognize that you will be exposed to new learning situations as a graduate clinician. Use these opportunities to reflect, grow, and evolve into a respected and knowledgeable professional.
- Learning about your patient is your responsibility. Not only should you come prepared to the appointment, but you should research evidence-based practices that may be appropriate for your client. Bringing your well-researched ideas and input to the table is an important part of the clinical learning experience.
- The clinic has policies on missed appointments, although we will do everything possible to work with patients who have hardships to be flexible. Clinical supervisors will make the decision to dismiss patients for missed or canceled appointments.

Miscellaneous

Clinic process forms are in the file cabinet that is nearest to and faces the student computer lab.
ECU SLHC currently uses electronic medical records system and the need for paper forms has been reduced. There may be times when paper charts are appropriate. The Clinic Manager or clinical supervisor will notify you in the event you might need any of the following forms (in addition to the HIPAA forms mentioned in a previous section):

- Hearing Screening Forms
  - Adult
  - Child
- Medicare Form 1500
- Adult Speech Screening Form
- Confidentiality Statement for Groups
- Billing Charge Slip
- Patient Contact Record
- Encounter Forms
- Form letters for missed appointments
This is not a complete list but likely those forms that you may use most often. Audiology-specific forms are also located in Rooms 1310G and 1310H. You may wish to meet with your supervisor or second year mentor to go over some of these. Some forms may be available in Blackboard in the Clinical Materials Library.

Clinical Clock Hours

ASHA and state licensing agencies require minimum amount of clock hours for certification and licensure in both areas of speech-language pathology and audiology. North Carolina requires a specific number of hours in each area across adults and children. Clinical clock hours earned both on and off-campus are entered into the CALIPSO system. The CALIPSO system tracks the type and number of hours acquired across settings.

Students are provided with an in-service on CALIPSO’s use, as well as step by step written instructions for entering clock hours, completing self-evaluations, and supervisor evaluations. The CALIPSO login is located at https://www.calipsoclient.com/ecu/account/login. Make sure to select SLP or AuD appropriately.

Entering Clock Hours

All clinical clock hours should be entered in a timely manner. Supervisors receive email notification when clock hours are submitted for approval. Entering clock hours is considered an administrative task and all students are expected to be diligent and truthful in their entries. Failure to enter clock hours in a timely manner or intentional mis-entry of clock hours maybe reported as a violation of professional conduct. A good guide for entry is to enter daily following completion of your session.

Clock hours are entered based on the site where the supervisor is employed. All clock hours supervised by ECU SLHC supervisors are entered under ECU SLHC even though the actual clinical activity may take place off-campus. There may be other activities that warrant different instructions. Please check with the supervisor.

CALIPSO is also used for self-evaluation activities, supervisor evaluations, and grading of clinical practicum courses.

Specific instructions are located within CALIPSO, under “Student Information, Student Placement.”

Other Required Clinical Documentation

ECU CAHS uses Castlebranch for student documentation such as background checks, immunizations, and required training certificates. Students will be advised regularly on
specifically required documentation and given instructions on how and when to submit to Castlebranch.

Clinic Materials, Equipment, and Tests

The ECU SLHC has state of the art equipment and a large library of tests, resource books, therapy materials, and activities. Tests used are the most recent editions and graduate students are generally assigned to manage the Tests and Materials Room where most items are stored.

There is a library data base/check out system in the Test and Materials Room. This system uses bar codes and a scanner to track check in/out of materials. All tests, resources, and therapy materials should have bar codes. Certain toys, games, and activities do not have bar codes and do not need to be checked out.

Remember that as with all “common” use items, we tend to be less aware of how our behaviors (not putting things back where they belong, checking out tests for too long, not reporting missing or damaged items, etc.) can affect others. Please be considerate of others and follow the guidelines listed below:

- Tests can be checked out overnight or Friday for the weekend. They must be returned the morning of the next business day.
- The whole test should be checked out. Certain tests may have manuals that can be checked out individually.
- Tests and the related protocols are expensive. Please do not use actual test protocols for practice. The student working in the Test and Materials Room can make copies for you, if there are none in the file. Use the actual test protocols when administering tests to patients.
- Tests are stored in alpha order on the wall along the left side of the room as you walk in.
- Test protocols are stored in the file cabinets along the back, right wall, also in alpha order.
- Please report to the clinic manager, the student worker, or the clinic office if you see we are getting low on protocols. DO NOT take the last one. Please ask for a copy. You can transfer your testing results from the copy to the actual protocol once we receive the new protocols.
- Be considerate of others. Sometimes the same tests are being used by two different students. Students use social media groups to communicate when tests are needed/being used. This usually works-remember, no PHI on social media.
- When checking out other materials, please return them promptly so that others can use them.
- Oral motor supplies, food for swallowing treatment, gloves, tongue depressors, straws, plastic cups, spoons, disinfectant wipes, tissues, and hand sanitizers are in the cabinet at
the end of the testing shelves. As with testing materials, please report when materials are running low.

☐ Screening audiometers and CD players are in the Tests and Materials room. Some are in specific treatment rooms. They are not to be removed from the designated room. Removal of audiometers from the clinic is prohibited without clinic manager approval.

☐ Books, puzzles, and Spanish materials are in speech treatment rooms in the clinic.

☐ Some supervisors may loan out their own personal materials and will track those as they see fit.

☐ Special requests for tests or materials will be considered for purchase. Submit those requests to the speech/audiology coordinator, who will submit to the clinic manager.

☐ The laminator that is in the Tests and Materials room and in Room 1310Y is to be used by authorized persons only. Students will need to fill out a laminating request form and have it signed by their assigned supervisor to have items laminated. Once the request is signed it is placed with the items to be laminated in the box marked “office” in the student computer lab.

☐ Copies can be requested using the same request form as used for lamination requests, following the same procedure. Plan ahead—allow a week for the requests to be processed.

☐ The Clinical Materials Library on Blackboard also has resources provided by clinical supervisors to support therapy and diagnostic planning.

Materials and equipment in the clinic are primarily for student learning in the clinical setting and not for use in research activities outside of the clinic. Tests and associated protocols are expensive and need to be available for providing clinical services. Tests and materials should not be removed from the clinic without SPECIFIC written permission from the Clinic Manager, except by students under the circumstances stated above (checking out for diagnostic preparation).

Clinic iPads

iPads are available for check out through supervisors. The supervisor is responsible for checking out the device and ensuring that it is returned at the end of each semester. There are instructions for access which are given along with the device. iPads are NOT to leave the clinic. NO PHI is to be stored on them. There are a wide variety of apps available on them. If you know of a specific app that would be beneficial to all, there is a request form that you can complete through your supervisor. NO apps, free or otherwise, are to be added to the iPads by anyone not authorized to do so.
Common Areas-Safety and Clean Up

The student computer lab within ECU SLHC is a common area used by all students in our department. The area can become cluttered and messy with so many people coming and going. For everyone to enjoy and use the lab available to them, the following guidelines apply:

- Use shared overhead bins to store therapy materials rather than placing in the floor
- Use lockers provided to store personal items while in clinic sessions. No locks are to be placed on student lockers.
- No food is allowed in the clinic workroom.
- Pick up paper and other objects from the floor
- Clean up after yourself! No one is responsible for you but YOU!
- Please wipe keyboards with disinfectant wipes regularly
- Limit email correspondence and other class assignments to other student lab areas
- Be courteous. This is a student work room and talking should be quiet/limited.
- Group meetings should be held in the library or student center in a reserved, private room.
- Know that ANYONE including clients can hear what you say.
- Close the door behind you if you are the last person out of the clinic for the day.
- Cell phones should remain on “silent” or “do not disturb” setting at all times.

Observation of Clinical Sessions By Request

Observation of clinical sessions is limited to students and faculty in the Department of Communication Sciences and Disorders, without specific permission and/or training requirements through the clinic manager.

With specific permission from the clinic manager, non-ECU visitors are required to go through the Brody School of Medicine, Office of Generalist Programs prior to scheduling observation, consultation, or shadowing sessions in the clinic.

http://www.ecu.edu/cs-dhs/hipaa/privacy/training.cfm

On occasion, approved vendors, professional consultants, may have access to sessions or recordings of sessions with specific written permission of the patients, as well as approval from the clinic manager.
Observation of Clinical Sessions and Use of ONSSI System

General Use Regulations

ECU SLHC uses the ONSSI system to record sessions for student education. Approved clinical faculty have desktop access to the system and may record from their desktop under specific circumstances. Recordings are primarily for student learning and in general, clinical supervisors may record their own assigned patient sessions with permission from the patient. ALL treatment rooms in the clinic, including the audiology booths have been equipped with cameras and are accessible by anyone who has been given access to the ONSSI system.

The following guidelines are currently in use:

In order to view or record another provider’s session, specific permission is required from the provider whose session is to be recorded, along with permission from the student and the patient.

Any recording requests for sessions with patients other than the assigned clinical provider should go through the Clinic Manager.

Clinical instructors may record sessions of assigned patients provided a release of information form has been signed by the patient. These recordings are used for student education and may be assigned for viewing by the student. The student may view the recording ONLY in the presence of the clinical instructor or in the student computer lab via a designated piratedrive. Recordings given to students will be password protected and should only be viewed by the assigned student. Recordings MAY NOT be downloaded or saved to a desktop or any other location than the designated piratedrive.

For more information on video recording and photography as part of the clinical process, please review ECU’s PRR on medical photography at:

http://www.ecu.edu/prr/12/60/25
Chapter Six

Evaluation of Student Clinicians and Clinical Faculty
Evaluation of Student Clinicians

**Audiology**
Components of ASHA’s Knowledge and Skills Outcome for Certification are used to measure competency levels:

http://www.asha.org/Certification/2012-Audiology-Certification-Standards/
https://www.asha.org/certification/2020-audiology-certification-standards/

On and off campus clinical supervisors use the evaluation instrument accessed through CALIPSO or through a form provided by the Audiology Clinic Coordinator. The assigned clinical supervisor(s) grade(s) the student on performance of clinical, administrative, attendance, and professional skills.

Clinical supervisors/instructors provide regular feedback, both in writing and verbal across clinical experiences. In addition, clinical supervisors/instructors provide mid-term and final evaluations.

Students are encouraged to meet with instructors following review of their evaluation, or at any time if they have any questions or concerns.

The rating scales are reflective of student independence throughout their clinical experiences, as each level in the rating scale describes the amount of support required from the clinical supervisor/instructor.

A cumulative grade of C or below is failing in any clinical practicum course. For specific procedures to be followed for a grade of C or lower in a clinical course, please refer to the AuD Handbook. Students are required to sign a statement upon entrance to any CSDI program acknowledging that they possess the essential functions to complete the program (Minimum Technical Standards).

**Grade Disputes**

A student should try to resolve grade disputes with the clinical instructor or clinical program coordinator. Grade disputes that do not result in probation or dismissal from the program may be brought to the attention of the Department Chair and the AuD Program Director. The Department Chair may elect to conduct an informal inquiry. Traditionally grade decisions remain within the jurisdiction and the right of the assigned clinical instructor(s). Students wishing to appeal grades are urged to speak with the clinic program coordinator, then AuD Program director, then Department Chair, and finally the College Dean, if resolution is not satisfactory at each level. The Graduate School maintains a final course grade appeal policy that students can utilize in very specific situations; this policy can be reviewed at: http://catalog.ecu.edu/content.php?catoid=17&navoid=1520#graduate-student-grade-appeals (rev. 8/27/19)

**Speech-Language Pathology**
Knowledge and skills outcomes from ASHA’s 2014 Standards and Implementation Procedures (rev. 2020) are used to measure competency levels:

On and off campus clinical supervisors use the evaluation instrument accessed through CALIPSO which mirrors ASHA’s skill competencies for certification. The assigned clinical supervisor(s) grade(s) the student on performance of clinical, administrative, attendance, and professional skills.

Clinical supervisors/instructors provide regular feedback, both in writing and verbally across clinical experiences. In addition, clinical supervisors/instructors provide mid-term and final grades through the CALIPSO grading system.

Course syllabi for each clinical practicum course can be found on the Clinical Materials Library Black Board site and/or on the semester course for clinical practicum Blackboard site. The clinical practicum syllabus includes specific information about course requirements. Students should meet regularly with their assigned supervisors to develop semester learning goals, discuss clinical performance, and work collaboratively to develop clinical skills.

The rating scales within CALIPSO are reflective of student independence throughout their clinical experiences, as each level in the rating scale describes the amount of support required from the clinical supervisor/instructor. Clinical supervision by percentage in some cases may be representative of compliance requirements by third party payers and may not be representative of the student clinician’s independence level.

A cumulative grade of C or below is failing in any clinical practicum course. For specific procedures to be followed for a grade of C or lower in a clinical course, please refer the Masters’ Degree Handbook.

Students are required to sign a statement upon entrance to any CSDI program acknowledging that they possess the essential functions to complete the program (Minimum Technical Standards). The Minimum Technical Standards for enrollment in the professional degree programs can be found in the Master’s Degree Handbook: [http://www.ecu.edu/cs-dhs/csd/upload/0218_MS_Student_Handbook.pdf](http://www.ecu.edu/cs-dhs/csd/upload/0218_MS_Student_Handbook.pdf).

Please refer to clinical practicum course syllabi for additional details.

**Grade Disputes**

A student should try to resolve grade disputes with the clinical instructor or clinical program coordinator. Grade disputes that do not result in probation or dismissal from the program may be brought to the attention of the Department Chair and the Director of Masters’ Education. The Department Chair may elect to conduct an informal inquiry. Traditionally, grade decisions remain within the jurisdiction and the right of the assigned clinical instructor(s). The final semester clinic grade is a weighted average based on number of hours spent with each instructor (more hours equals more weight in overall average). Students wishing to appeal grades are urged to speak with the clinical program coordinator, then Department Chair, and finally the College Dean, if resolution is not satisfactory at each level. The Graduate School maintains a final course grade appeal policy that students can utilize in very specific situations; this policy can be reviewed at: [http://www.ecu.edu/cs-acad/grcat1112/regulations.cfm#gradeappeals](http://www.ecu.edu/cs-acad/grcat1112/regulations.cfm#gradeappeals)
Student Evaluation of Clinical Supervisor

Students are encouraged to engage in professional feedback sessions with clinical supervisors and may be provided in direct instruction in how to participate in these sessions.

Students are asked to complete supervisor evaluation surveys at the end of each semester through CALIPSO. Students are encouraged to be thoughtful and constructive in their feedback. This system is used for both on and off-campus clinical supervisors.

The evaluations are released to supervisors once all grades have been entered. Feedback is anonymous.

Student Evaluation of Self

Students are required to complete self-evaluations accessed through the CALIPSO system, at least once per semester. Other activities for self-evaluation include active discussion with clinical supervisor and written reflection papers following clinical sessions. Self-evaluation of clinical activities is not based on assigned supervisors but on overall clinical experiences for the semester.
Chapter Seven

Adjusting to Clinic “Life”
Clinic Life

There are always adjustments in life. Changes and new ways of doing things can be stressful. It is not uncommon for students to feel overwhelmed with coursework, clinic assignments, and life in general.

As a graduate student in clinic, some of you will experience your first summer of being full time in class and clinic, since beginning your school career. In your first internship experience, you will find that others may be on break while you still must meet the requirements of the internship.

The ECU SLHC is a fully operational clinic that is open, except during University holidays or closures. The expectation in this clinical setting is that you are available for clinical activities at any time you are not in class and when the semester is in session, during normal clinic hours of operation. Program requirements are rigorous and absences outside university holidays and semester breaks are discouraged. Students are strongly encouraged to take advantage of clinical experiences during semester breaks to ensure program clock hour requirements are met. Failure to accept clinical assignments given to you with reasonable notice and during the regular semester schedule may result in additional time being added to your program to complete required clock hours.
Staying Mentally Healthy

There have been recent trends that suggest a rise in mental health issues among college students. Often, stress can bring out undiagnosed mental illness or aggravate an already diagnosed illness. If you have difficulty handling the challenges or stress of your program or feel that you need support to remain mentally healthy, please contact any of resources listed below or anyone you may trust to help you identify resources that may be helpful.

For EMERGENCIES-Call 911
ECU Center for Counseling and Student Development
www.ecu.edu/counselingcenter/
252-328-6661

ECU Navigate Counseling Clinic (West Campus)
http://www.ecu.edu/cs-dhs/ah/clinics/navigate/
Navigate@ecu.edu
252-744-0328

Family Therapy Clinic
https://hhp.ecu.edu/hdfs/family-therapy-clinic/
252-737-1415

ECU Cares Hotline
https://ecucares.ecu.edu/
252-252-328-6661

ECU Dean of Students
https://deanofstudents.ecu.edu/
252-328-9297