



VERA Z. DWYER
COLLEGE OF HEALTH SCIENCES
School of Rehabilitation Sciences

MS-SLP Cancellations and Tardy Clinic Clients Policy # SLP-CL-01-A

About This Policy:

Faculty Approval: 06/29/2020

Effective Date: 06/29/2020

Scope

This policy is for all students enrolled in the MS-SLP program within the Vera Z. Dwyer College of Health Sciences.

Policy Statement

Student clinicians are to follow specified procedures when a client is tardy or cancels a session.

Procedures

While waiting for a client, student clinicians must remain available in the waiting area for the specified time. Student clinicians are to notify the Administrative Assistant before leaving at the conclusion of the waiting period. Student clinicians are not expected to extend therapy past the scheduled time if a client is late. If a diagnostic session is not able to be fully completed in one setting, the student clinician(s) must work with the client to schedule a follow up session, preferably for the next diagnostic day.

If a student clinician has a client in an off-campus placement who exhibits excessive absences, unexplained absences, or frequent tardiness, the student clinician is to initiate discussion of this with the supervisor. If the absences are impacting the student's accrual of hours, it must be brought to the attention of the Clinical Director.

For on-campus diagnostic sessions for which a client is late with no notification, student clinicians must remain available for 30 minutes. After 10 minutes, the student clinician should attempt to reach the client at the phone number(s) provided by the client or family. If the client does not

show, the student clinician should submit a Reschedule Request to the Administrative Assistant.

For on-campus group therapy sessions, the waiting periods for clients who are late are as follows: 15 minutes for a 25 minute session, 20 minutes for a 50 minute session.