LSU Health NEW ORLEANS

School of Allied Health Professions
Department of Communication Disorders

Department of Communication Disorders

AUDIOLOGY CLINIC HANDBOOK

Updated Fall 2025

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Doctor of Audiology Program

A. Vision Statement

I. The Department of Communication Disorders at LSU Health- New Orleans will provide educational excellence, innovative programming, clinical training, and research experiences for doctoral students in audiology. The program will nurture future leaders who will advocate for individuals with communication disorders across the life span.

B. Mission Statement

I. The mission of the Department of Communication Disorders is to train master level speech-language pathologists and doctoral level audiologists using scientifically based curricula via a variety of instructional delivery models. Our students will be sensitive to individuals from varied cultural and socioeconomic backgrounds, all age ranges, and to trends and issues that affect the profession. They will be trained to incorporate best practices and use evidence-based practice.

C. Strategic Plan

I. Department of Communication Disorders Strategic Plan

D. Audiology Program Goals

I. The LSUHSC Doctor of Audiology Program commits to:
   1. Recruit highly qualified applicants for enrollment to the Doctor of Audiology Program
   2. Maintain program completion rates and Praxis pass rates that are above accreditation thresholds.
   3. Graduate audiologists who:
      a. Can practice in a variety of settings by providing comprehensive services to patients across the lifespan.
      b. Can communicate effectively with patients, colleagues and other health care professionals.
      c. Function as audiology ambassadors to promote the specialty of audiology through the community.
      d. Will independently evaluate and critique new information and technology in the field of audiology.
      e. Are future leaders of the audiology profession who are knowledgeable and educated on the national policies regarding hearing healthcare.

E. Sources of Information

I. For information regarding the academic program, professional organizations and licensure, refer to the sources given as follows:
   1. LSUHSC Academic Catalog
      a. General School Information; facility, fees, calendar
      b. Scholastic requirements, dismissals, withdrawals

c. Student Academic Appeals
d. Communication Disorders; curriculum, grades, probation, course description and faculty

2. LSUHSC Department of Communication Disorders Audiology Webpage
3. American Speech-Language-Hearing Association (ASHA) Website
4. American Academy of Audiology (AAA) Website
5. Louisiana Board of Examiners Speech-Language Pathology and Audiology (LBESPA) Website

General Policies

A. Timeliness

I. The student is expected to attend all assigned clinical experience days and to always be punctual.
II. Students are not allowed to miss any days of the clinical experience for personal reasons.
    a. If there is some reason e.g. sickness, death of a family member, etc. requiring a student absence for one or more days, the student is to contact the facility to request permission to be absent, contact the Audiology Program Clinic Director, and submit a Student Leave Request to keep all parties informed.
    b. If any days are missed due to these reasons, they must be made up to meet the requirements of the course.
    c. Failure to attend clinic without contacting the clinical supervisor and Audiology Program Clinic Director prior to an absence may result in failure of the course.
III. The students will be prepared and on time for patient meetings, evaluation and treatment sessions, staffing, supervisory meetings, and special conferences.
IV. When a patient is late, the student will wait for half the clinic period and check with his/her supervisor before leaving.
V. Students are expected to follow the inclement weather or disaster policy of the assigned affiliation. The student must never put himself/herself in peril while traveling to the clinical site. Time missed is to be made-up at the discretion of the off-site clinical supervisor and Clinical Director.
    a. It may be necessary to extend the length of the affiliation to allow the student to make-up the missed days.

B. Illness or Bereavement

I. In case of student illness or Bereavement, it is the student's responsibility to:
    a. Notify their supervisor and Audiology Program Clinic Director (504-564-4336 or 504-982-1996) directly. The student is responsible for having contact information for each supervisor.
    b. For off-site practicum, the student is required to immediately notify their off-site supervisor and the LSUHSC Audiology Program Clinic Director. It is mandatory that the LSUHSC Audiology Program Clinic Director be notified of all absences by telephone and by e-mail for documentation purposes.

c. At their earliest convenience, the student must also complete the student leave request linked here: Student Leave Request

C. Student Professional Leave

I. There will be instances when students seek leave to participate in professional educational experiences. Students are permitted to seek excused absences from clinic for the purposes of attending professional conferences, professional training, professional humanitarian experiences, and/or participating in professional presentations. Should a student be presented with the opportunity to participate in these types of events listed above, the student must:

a. Notify their supervisor and Audiology Program Clinic Director (504-564-4336) directly and supply the specific date(s) the student expects to be absent. The student is responsible for having contact information for each supervisor.
b. For off-site practicum, the student is required to immediately notify their off-site supervisor and the LSUHSC Audiology Program Clinic Director and supply the specific date(s) the student expects to be absent. It is mandatory that the LSUHSC Audiology Program Clinic Director be notified of all absences by telephone and by e-mail for documentation purposes.
c. The student must also complete the student leave request linked here: Student Leave Request

D. Dress Code

I. The concept of appropriate dress in clinic is relatively dependent on clinical site rather than absolute and may be addressed by your clinical supervisor(s). Students are expected to always maintain professional appearance and attire in both onsite and offsite clinic placements. If you have a question related to a specific article of clothing, it is advisable to ask your clinic supervisor and to bring a change of clothes.

II. This Dress Code is established by LSUHSC Clinical Faculty. A standardized dress code is established for the onsite clinic to maintain professionalism, safety, and a cohesive appearance. However, offsite clinics may have their own specific dress code policies based on their organizational standards and requirements. Student clinicians are expected to adhere to the dress code established by each offsite clinic to demonstrate respect for their guidelines and ensure a seamless integration into their clinical environment. By following the dress code of each respective site, students reflect the professionalism and adaptability expected in diverse clinical settings, contributing to a positive representation of our program and institution.

III. To maintain a professional and appropriate clinical environment, all visible tattoos, piercings, hairstyles, and fingernail art must align with the standards of professionalism expected in healthcare settings. If any of these elements are deemed inappropriate or unprofessional by clinical faculty, the faculty member reserves the right to require the student to cover, remove, or modify the item in question.

IV. General Guidelines:

a. Prohibited attire includes:

i. Flip-flops (of any kind)

ii. Shorts

iii. Sundresses

iv. T-shirts

v. Revealing clothing

vi. Jeans

vii. Sweatpants

viii. Care should be taken so that the body remains covered during normal clinic movement.

b. Professional Dress Standards

i. Female professional dress generally includes modest dress shirts, dress pants, skirts, dresses, and dress shoes that do not impede mobility during normal clinic movement.

ii. Male professional dress generally includes slacks, polo or button-down shirts, and dress shoes. At the supervisor's discretion, males may be asked to wear neckties.

iii. White coats can be worn following the white coat ceremony.

iv. When not involved in clinical activities, neat attire is required.

c. Casual Dress

i. If a student is casually dressed for class and does not anticipate participating in clinical activities (i.e. – completing assigned lab work), the student should AVOID areas where client contact is likely (i.e., front office, waiting room, audiology suites, etc.).

V. Professional Appearance

a. ***Tattoos*** – while tattoos are permitted, the student should be prepared to discuss the meaning or significance of their tattoo(s) in a professional and respectful manner if a patient or client inquires about them. This fosters open communication and helps maintain a positive and comfortable environment for all. Students are encouraged to consider how their tattoos may be perceived in a professional setting and ensure that their responses reflect the standards of professionalism and respect upheld by our program.

b. ***Piercings*** – Ear piercings are permitted. Jewelry should be simple, not excessive and should not interfere with the patient's care. Dangling earrings are not allowed for safety reasons. Simple post earrings are acceptable. No other visible body piercings are permitted. Non-ear

piercings, such as those on the nose, lips, or eyebrows, can pose a heightened risk of infection. Facial and body piercings can become entangled in clothing, masks, or other equipment, leading to accidental injuries. This is particularly concerning in fast-paced medical settings.

c. ***Hair*** - Hairstyles should be neat, well-groomed, and of a conservative color to present a professional appearance. Men must be clean-shaven; or if a beard/mustache is worn, they must be clean and neatly trimmed.

d. ***Fingernails*** - Fingernails should be kept clean and well groomed. Polish is permitted, but should be unchipped, in colors that blend with the clinic attire. Neon or fluorescent colors, nail decals and nail jewelry are not permitted.

e. ***LSUHSC-NO ID***- must be worn at all times during clinical situations.

VI. LSUHSC Audiology Scrub Uniform:

a. The LSUHSC Audiology program also provides options for students to wear the preselected scrub uniform. This uniform consists of all black scrubs with the LSUHSC Audiology Logo embroidered on the left breast of the uniform top. The uniform may also include preselected black zip-up jacket embroidered with the LSUHSC Audiology Logo on the left breast of the jacket.

b. All items can be ordered from Uniforms by Bayou. Students should visit select Uniform by Bayou location (Metairie, Uptown and Northshore) and request the preapproved options for the LSUHSC Audiology program. Store personnel will provide students with pre-approved options to try on the various approved styles.

VII. The consequences for not coming into clinical areas in the appropriate attire can be any or all of those listed below:

a. Being sent home

b. Having your clinic grade lowered

c. Forfeiture of certain remote site placement

E. Requirements and Attendance

I. Screening Assignments

a. All students are required to participate in speech-language and hearing screenings as assigned. This is part of students' professional training and a responsibility.

b. Students who miss **ONE** screening assignment will have their clinical practicum grade lowered by one letter grade except in the case of exigent circumstances.

c. The student must follow the same procedure for clinical absence listed in the previous section and must still complete the student leave request.

II. Clinical Assignments
   a. All students are required to participate in clinical practicum.
   b. Any student who misses **ONE** clinic session will have their clinical practicum grade lowered by one letter grade except in the case of exigent circumstances.
   c. Documentation of illness or reason for bereavement may be requested.

III. Staffing and preparatory work
   a. All students are required to attend patient staffings as part of quality assurance and student instruction.
   b. Schedules will be given at the beginning of the semester and or students will be notified of meetings as necessary. Attendance is mandatory unless your off-site placement conflicts with the staffing schedule.

IV. Student Proficiencies
   a. Student must past proficiencies that are embedded in several courses throughout the clinical didactic workload to ensure students are prepared and capable of participating in clinical practicum placements.
   b. The Audiology Program Clinic Director will be notified by a faculty member if a student has been unable to pass a specific proficiency embedded in didactic coursework.

V. Supervisory Meetings
   a. All students enrolled in clinical practicum are required to attend meetings as requested by their supervisors and/or Audiology Program Clinic Director.
   b. Students will meet periodically with the Audiology Program Clinic Director to:
      i. Purpose of meetings with Audiology Program Clinic Director" These meetings are essential to ensure clear and open communication between the student and the Audiology Program Clinic Director, fostering a collaborative approach to meeting both program requirements and individual student goals.
      ii. These meetings are essential to ensure clear and open communication between the student and the Audiology Program Clinic Director, fostering a collaborative approach to meeting both program requirements and individual student goals.
      iii. Through these discussions, the Audiology Program Clinic Director will ensure that students are fulfilling the clinical requirements necessary for graduation, while also addressing any concerns or aspirations expressed by the student. Similarly, these meetings provide an opportunity to confirm that the Audiology Program Clinic Director is meeting student expectations for guidance and support. This ongoing dialogue is designed to promote mutual understanding, support professional growth, and maintain alignment with the academic and clinical goals of the program.
      iv. Students will be provided with clinical registration forms, which can be found in the APPENDECIES, to be completed before these

meetings. This document is to be submitted to the Clinical Director before the designated meeting time for review.

v. Examples of topics discussed during semester meetings are:
    1. Review of the students' current clinical practicum experiences
    2. explore areas of interest for future placements
    3. submit any requests for specific clinical practicum sites.

VI. Special Events
    a. Special events are occasionally scheduled in which student participation is mandatory. This may include guest speakers, faculty presentations, departmental meetings, professional education courses, professional conferences or other workshops.
    b. Students will be informed in advance whether their participation is optional or mandatory.
    c. Students must always maintain the LSUHSC Audiology dress code for special events.
    d. For professional events such as career day, conferences or professional training, students should wear professional dress.
    e. For program events such as Open House or Admission Interviews, students may wear professional dress or the LSUHSC Audiology Scrub Uniform.

VII. Clinic Clean-up
    a. All students are scheduled for clinic clean-up as a first- and second-year audiology student.
    b. Schedules are created and posted to the Clinical Practicum Moodle page and are emailed by the Audiology Program Clinic Director at the beginning of every semester.
    c. Students are to complete these responsibilities as part of their clinic practicum grade.
    d. Should a student(s) fail to complete their assigned clinic clean-up day, the student may be required to complete an additional assignment. This assignment may include but is not limited to, a paper discussing the importance of adequate infection control.

VIII. Clinical Compliance and Training
    a. All students are required to maintain current and compliant health records. Students should update health records within the compliance section of their CALIPSO profile.
    b. Students must complete regular **compliance training including HIPAA and confidentiality training** offered through LSUHSC's compliance platform. Students are notified of these requirements via LSUHSC email by the university's Compliance Officer Frank Wasser.
    c. Failure to complete compliance training and upload records into the CALIPSO user portal within 30 days may result in lowering a clinical practicum letter grade and removal from clinical practicum until complete.

IX. Optional Participation

a. All students are encouraged to attend professional meetings at the local, state or national level and may be required to attend specific events (see Special Events above).
b. Financial assistance is often available through departmental funds or through SAA/NSSLHA for interested students.
    i. The Louisiana Speech-Language-Hearing Association meets in May/June.
    ii. The Louisiana Academy of Audiology meets in September.
    iii. The American Speech-Language-Hearing Association meets in November. The American Academy of Audiology meets in April. Should a student wish to participate, they must submit a Professional Leave Request .

F. Department Resources

I. Phone
    a. The Department has several lines for outside calls and local lines for interdepartmental calls.
        i. To dial outside of the university, one must dial 9 then the phone number
        ii. For interdepartmental calls, one must dial 3 then the four digit extension of the individual one is trying to reach.
    b. A phone is available in room 9B13. Messages taken by the office personnel will be e-mailed to the clinic supervisor and to the student.

II. Copy & Fax Machine
    a. For audiological evaluations, a copy of the audiogram can be made following an evaluation to provide to a patient.
    b. The photocopier in the front office and the large photocopier in the storage room are both off limits to students. **Students are NOT allowed to make copies without authorization**.
    c. Students may be instructed to fax documentation to an outside clinic. A student can fax specific documents identified by a clinical supervisor by using a fax cover sheet and following the instructions on the machine.

III. Equipment
    a. It is the shared responsibility of all students and faculty to ensure that clinic equipment is properly maintained, clean, and functioning effectively for clinical use. This equipment is essential for both clinical instruction and patient care, and its upkeep directly impacts the quality of education and services provided.
    b. Students and faculty are expected to clean and handle equipment according to established protocols and report any malfunctions, damage, or maintenance needs promptly. By collectively maintaining the integrity and functionality of clinic equipment, we uphold the highest standards of professionalism, safety, and patient care.
    c. If you encounter malfunctioning equipment, immediately fill out an Equipment Malfunction Form linked here Equipment Malfunction Report. The student should also follow up with an email to the Audiology Program Clinic Director to notify this individual of the equipment issue.

G. Confidentiality

I. This Department abides by the Code of Ethics of the American Speech-Language-Hearing Association (ASHA) and HIPPA regulations.

II. All information shared by a patient is considered confidential.

a. The Authorization for Release of Medical Record Information form must be signed and completed with names of people to whom we may send or receive information. Students should check at the time of the evaluation to ensure its accurate completion.

i. Information obtained from an evaluation and/or treatment session cannot be released to others without written authorization of the patient/parents/legal guardian.

b. Consent for Media Use

i. In addition, the front office administrative staff will make sure that the Consent to Photography, Videotape, Audiotape form is signed prior to taking pictures or recordings that may be used for teaching purposes.

ii. If patients/parents/legal guardian do not agree to its use for teaching purposes, check if you may record for purposes of collecting data only.

c. Patient discussions

i. Patient confidentiality must be observed at all times.

ii. Patients are not to be discussed outside the diagnostic or management room in which you are working, particularly not in public places or social situations.

iii. Even in discussions with your supervisor, it is best to be in a private room and not in the hallway or a public area.

d. All students must complete HIPAA and LSUHSC Compliance training before participating in observation, evaluation, or treatment in the clinic.

H. Medical Records and Documentation Policy

I. Electronic Medical Records (EMR)

a. All patient records are maintained in LSUHSC's secure EMR system (EPIC)

b. Students will be enrolled in the necessary EPIC trainings sponsored by the LSU Health Network's EPIC Training team by the Audiology Program Clinic Director spring of year 1. Students must complete the training before receiving a student user profile.

c. Students must use only LSUHSC-approved platforms (e.g., EPIC or LSUHSC FileS) for creating, storing, and transmitting patient documentation.

d. Patient reports may not be emailed, stored on flash drives, or saved to personal devices.

e. Access to EPIC is restricted to authorized users, and each student must use their unique login credentials. **Sharing passwords and user information is strictly prohibited.**

f. Documentation should be entered into EPIC within 48 hours of patient care and must be co-signed by the student's clinical supervisor. Students are responsible for ensuring their documentation is timely, accurate, and

complete. Incomplete or late documentation may result in consequences affecting clinical grades and/or continuation in practicum.

g. Failure to follow EMR security protocols may result in academic consequences, including grade reduction or referral for disciplinary action.

II. Redaction
   a. Patient identifiers must be removed from any case material used for teaching, presentations, or research
   b. Identifiers include:
      i. Patient name
      ii. Date of birth
      iii. Residential or billing address
      iv. Contact information
      v. Medical record number
      vi. And other personally identifiable information
   c. Students should apply de-identification procedures consistent with HIPAA Compliance training
   d. Only LSUHSC-approved digital tools should be used for redaction or de-identification
   e. For class or research use, patient information must be fully de-identified and unrecoverable.

III. Access and Security of Patient Records
   a. All patient records are securely maintained within EPIC. Physical records, when present (e.g., legacy files, signed consent forms), are stored in locked cabinets in restricted-access areas.
   b. Unauthorized removal or reproduction of patient records is strictly prohibited.
   c. Student access to EPIC is logged and monitored.
   d. All clinical encounters, phone calls, and communications with patients must be documented in the EPIC, signed by the student and co-signed by the supervisor.

IV. Quality Assurance and Record Audits
   a. The LSUHSC and the Department of Communication Disorders conduct regular **chart audits** to ensure compliance with documentation standards, HIPAA regulations, and quality of patient care.
   b. The Department Head, Clinic Manager and Audiology Program Clinic Director will periodically meet with the LSUHSC School of Allied Health Professions Clinic Operation Manager and LSUHSC Audit personnel to ensure all policies and procedures are being followed.

I. Infection Control

I. LSUHSC is committed to the delivery of quality audiological care to all patients, including those with infectious diseases. The Speech and Hearing Clinic follows **universal** precautions to minimize the risk of exposure to infection by clinicians, students, patients, and staff and faculty.

II. Each person utilizing the clinic is responsible for following these procedures. Failure to comply will result in a lowering of clinic practicum grade and the

assignment of a 5-page research paper reflecting the importance of infection control.

III. Audio booths and hearing aid rooms are not equipped with sinks, however a sink is available in the restroom, VNG and ABR rooms.

IV. Waterless disinfectants for hands is available throughout the clinic, however soap and water should be utilized if hands are soiled.

V. Germicidal disinfectant wipes will be kept in all examination rooms as well as in the hearing aid repair lab and student clinician room.

VI. Latex gloves, paper towels, and tissues are also available within the clinic. These shall be thrown in regular waste containers located in each room, which will be emptied each day.

VII. General Principles
   a. Follow ASHA's Code of Ethics, HIPAA, and CDC/AAA guidelines for infection control.
   b. Hand hygiene is the single most effective way to prevent infection. Use soap and water when hands are visibly soiled, otherwise use alcohol-based hand sanitizer available throughout the clinic.
   c. Wear gloves when contact with bodily fluids is possible.
   d. Dispose of potentially infectious items (e.g., probe tubes, foam inserts, bite blocks) immediately in lined waste containers.

VIII. Daily Procedures
   a. Wash or sanitize hands **before and after every patient encounter**.
   b. Clean any toys or materials that have been mouthed, coughed, or drooled on before returning to circulation.
   c. Leave all clinic spaces orderly and ready for the next patient.
   d. Report any missing or depleted supplies to faculty promptly.

IX. Weekly Procedures
   a. Students will be assigned to a rotating clinic clean-up schedule.
   b. Students will complete, sign and submit the weekly clinic clean-up checklist to the Audiology Program Clinic Director by 8:45AM the following Monday.
   c. Assigned students must disinfect toys, equipment, and hard surfaces in the audiology suite.

X. Annual Requirements
   a. Students must remain up to date with required vaccines and immunizations, as recommended by the LSUHSC Student Health office and their personal primary care physician.
   b. These updates should be reflected in students' CALIPSO compliance profiles.

XI. Special Procedures
   a. Family Care – Diaper changing must occur only on the designated changing table in the restroom. Soiled diapers should be sealed in a bag and discarded appropriately.
   b. Special Events or Outbreaks – additional precautions (e.g. masks, enhanced sanitizing, etc.) may be implemented as directed by the Audiology Program Clinic Director, LSUHSC, or the LSU Healthcare Network.

XII. Resources

a. Refer to AAA Infection Control Guidelines for detailed best practices.

J. Medical Emergencies or Accidents

I. Medical Emergencies
   a. Call 911 immediately if there is a life-threatening emergency
   b. Notify Campus Police at 504-568-8999 (*38999)
   c. Inform a faculty member after calling 911 and Campus Police. A student, staff, or faculty member should remain with the individual until emergency personnel arrive.
   d. If a student witnesses an accident, they may be required to complete an accident report.

II. Fire or Smoke Emergencies
   a. If you discover fire or smoke:
      i. Activate the nearest fire alarm pull station.
      ii. Alert others in the area.
      iii. Call Campus Police (504-568-8999) and provide:
         1. Location (building/room number)
         2. Your name and phone number
      iv. Close doors if safe to do so to contain the fire.
      v. Evacuate using stairwells only — elevators must not be used.
   b. Evacuation Procedures – When the fire alarm sounds:
      i. Evacuate the building promptly and calmly via stairwells.
      ii. Assist patients and visitors with disabilities whenever possible.
      iii. Non-ambulatory patients or visitors should be escorted to a fire stairwell; their location must be reported to Campus Police.
      iv. Faculty are responsible for ensuring clinic areas are evacuated and reporting any issues (e.g., refusal to evacuate) to Campus Police.
      v. All faculty, staff, and students must report to the designated evacuation area: the exterior of the Library, Administration, & Resource Building at 433 Bolivar Street.
      vi. <u>Do not return to the building until the "All Clear" is given by Campus Police.</u>

Clinical Practicum

A. Professional Practice Competencies

I. When participating in practicum, students are expected to behave in a professional manner at all times, demonstrating appropriate behavior in all interactions with patients/clients, families, faculty, staff, and peers. Graduate students are expected to do so without instruction.

II. Professional behaviors include, but are not limited to, punctuality, professional dress, preparedness, taking responsibility for one's actions, completing all required tasks in a timely manner, honesty, integrity, respect for others, and maintaining confidentiality. Each student is expected to contribute to a positive learning environment and to respect the professional aspirations of peers and colleagues.

III. Whenever in the presence of a patient, students must respect the dignity, individuality, and privacy of that patient. All patient information is considered confidential and may not be discussed outside of academic or clinical settings. Students must uphold the **ASHA Code of Ethics and AAA Code of Ethics** at all times.
IV. Competency Areas - In accordance with CAA Standard 3.1A, students in this program must demonstrate the following professional practice competencies:
    a. **Accountability** – accept responsibility for one's actions and decisions, ensure competence in assigned tasks, and place the needs of patients first.
    b. **Effective Communication Skills** – Demonstrate clear, respectful, and professional oral and written communication across clinical, academic, interprofessional, and intraprofessional contexts.
    c. **Evidence-Based Practice** – Integrate research evidence, clinical expertise, and patient preferences into the process of making clinical decisions.
    d. **Professional Duty** – Act with integrity, ethical behavior, and commitment to professional standards in all academic and clinical activities.

B. Conduct Policies

I. LSUHSC Tobacco Use Policy CM-58 – The use of tobacco in any form is prohibited in all LSUHSC facilities and clinical sites.
II. LSUHSC Campus Security Policy – Firearms or other weapons are prohibited on LSUHSC property, clinical sites, and university-sponsored events, in accordance with Louisiana law and LSU Policy.
III. LSUHSC Information Technology (IT) Policy – Cell phones and electronic devices must be turned off or placed in silent mode during classes, labs and patient care. Emergency exceptions must be discussed with the supervising faculty member in advance.
IV. Civility and Inclusivity - Professional education requires a culture of mutual respect, inclusivity, and cooperation. All members of the clinical and academic community — students, preceptors, faculty, staff, and patients — are entitled to be treated with dignity and respect.
    a. **Students** - are expected to demonstrate civility in all interactions and to refrain from behavior that is disruptive, disrespectful, or unprofessional toward preceptors, patients, or colleagues.
        i. If a student engages in conduct that is disruptive, unprofessional, or violates LSUHSC or site policies, the preceptor or instructor has the authority to order the student's temporary removal from the clinic. Such incidents will be reviewed by the Audiology Program Clinic Director and/or Department Chair to determine next steps.
    b. **Preceptors and faculty** are expected to foster a supportive learning environment and to avoid behavior that could be perceived as intimidating, demeaning, or discriminatory.
        i. The preceptor maintains primary responsibility for supervision, clinical instruction, and ensuring professional and academic integrity in the clinic.

C. Observations

I. During the first semester, students begin structured clinical observations in the LSUHSC Audiology Hearing & Balance Clinic (9th floor) and at the UMC Outpatient Otolaryngology Clinic. These experiences provide exposure to a range of patient populations and clinical activities.
   a. Students will be assigned to between five to seven 3-hour observation sessions. These sessions include evaluation and treatment of individuals throughout the life course and involve opportunities to observe various aspects of specialty care (general diagnostics, electrophysiology, vestibular, tinnitus, hearing aids and cochlear implants).
   b. Observation schedules are assigned by the Audiology Program Clinic Director at the start of the semester. Up to two observers may be assigned to a session.

II. Observation Expectations
   a. Students are expected to demonstrate professionalism, discretion, and preparedness throughout all observation experiences.
      1. Preparation
         a. Arrive at least **15 minutes early** unless instructed otherwise by a supervisor.
         b. Review the client's medical record in advance of the session.
         c. Follow the clinic dress code and wear your LSUHSC ID badge at all times.
      2. Professional Conduct
         a. Introduce yourself appropriately to the client and family.
         b. Observe the entire clinical session attentively.
         c. Refrain from making comments, asking questions, or displaying reactions (verbal or nonverbal) during the session.
         d. Do not provide advice or answer questions from clients or families; politely explain that you are an observer.
         e. Hold questions and discussion until after the session, once the client has left.
      3. Confidentiality
         a. All patient information is confidential and may only be discussed with the supervisor or assigned clinician.
         b. Do not share patient details outside of the clinical/academic setting.
      4. Ethical and Responsible Behavior
         a. Follow ASHA's Code of Ethics and departmental professional standards.
         b. Treat patients, families, and colleagues with respect at all times.
      5. Skill Development
         a. Observation time may also be used to practice recording audiologic results (e.g., immittance, pure-tone, speech audiometry) onto a blank audiogram.

b. **No patient identifiers (PHI)** should be included on practice audiograms.

D. Speech-Language and Hearing Screenings

I. Proficiency Requirements
   a. Prior to any screening assignment, students must attend the Speech and Hearing Screening lecture and lab.
   b. Students must pass two proficiency examinations:
      i. One for speech screening
      ii. One for hearing screening

II. Competency Requirements
   a. After completing sufficient screening experience, students must demonstrate competence to the Speech and Hearing Screening Coordinators.
   b. Students must pass two competency evaluations:
      i. One for speech screening
      ii. One for hearing screening
   c. Passing competencies indicates readiness for independent screening but does not preclude assignment to additional screenings throughout the program.

III. Equipment Responsibility
   a. The maintenance and safe use of clinic equipment is the shared responsibility of students and faculty.
   b. Equipment must be cleaned, handled, and stored according to established protocols.
   c. Any malfunctions, damage, or maintenance needs must be reported immediately by completing the Equipment Malfunction Report and emailing the Audiology Program Clinic Director, Dr. Megan Guidry.
   d. Proper equipment care ensures quality patient care, safety, and effective clinical instruction.

IV. Preparedness and Professionalism
   a. Site Address, instructions and arrival time will be sent to students by one of the Speech-Language or Hearing Coordinators before the screening date. Students must locate the screening site in advance and arrive on time.
   b. Students who are late, unprepared, or not in professional attire will not receive clinical clock hours for that screening and may be sent home.
   c. Attendance/Attire at Screenings: Same Requirements as On-site clinic.
   d. Students must wear their LSUHSC ID badge at all times during screening assignments
   e. Such incidents may negatively affect the student's clinical practicum grade.

V. Tracking Clinical Clock Hours
   a. Screening hours must be entered into **CALIPSO** within **7 days** of the screening.
   b. Supervising faculty will confirm the correct number of hours to record.
   c. Submissions must include, in the comments section:
      i. Screening site

ii. Type(s) of screenings performed (e.g., tympanometry, pure-tone audiometry, PLS, CELF).

d. Late submissions may not be counted toward clinical hours.

VI. Grading Screening Assignments

a. Screening assignments contribute to the **overall clinical practicum grade**.

b. Evaluation will include:

i. Attendance and punctuality

ii. Professional dress and demeanor

iii. Preparedness and competence in screening tasks

c. Failure to meet these expectations will result in at least a one-letter grade reduction in the clinic grade, with additional consequences possible for repeated issues.

E. Clinical Supervision & Professional Conduct

I. Supervision Standards

a. Clinical supervision must be sufficient to ensure the welfare of both the patient and the student, in accordance with the ASHA Code of Ethics.

b. The amount of direct supervision is determined by the student's training, experience, and competence, and may be gradually reduced over time.

c. By the fourth year of training, students are expected to function with a high level of independence.

d. Supervision must include guidance and feedback, provided orally and/or in writing, to support the student's growth in clinical competence.

II. Student Responsibilities

a. Initial Meeting:

i. The Audiology Program Clinic Director will virtually introduce the student to the supervisor via email. In this email the Audiology Program Clinic Director will establish the assigned site, days and times of clinical rotations along with the student's completed Goal Setting Form.

ii. The student must request to schedule a conference with their supervisor at the beginning of each term, prior to the first patient appointment to review the student's goals and establish realistic expectations for the semester. This may include but are not limited to discussion regarding independence, administrative tasks, support, etc.

b. Ongoing Meetings: The student may also be required to meet with the preceptor before or after each clinic session to review cases, receive feedback, or plan treatment.

c. Feedback on Supervisors: At the end of each semester, students must complete supervisor evaluations in CALIPSO. This feedback provides valuable input to the program and contributes to continuous quality improvement.

III. Professional Accountability

a. Students are expected to uphold the highest standards of professionalism in all clinical and academic interactions.

b. Unprofessional conduct (e.g., failure to prepare, lack of communication, repeated tardiness, or disregard for supervisor instructions) may result in lowering clinical practicum grades. Persistent problems may lead to dismissal from the clinic site and/or program.
c. A violation of the ASHA Code of Ethics may result in immediate dismissal from the program.

IV. Conduct Reports
a. To uphold professionalism and best practices, the Department of Communication maintains a system of conduct reports:
i. Student Misconduct Report – completed by supervisors to document student behaviors that deviate from professional standards.
ii. Supervisor Misconduct Report – completed by students to report concerns about supervisory behavior.
b. Conduct reports serve as a formal mechanism for documentation and accountability, reinforcing a respectful, ethical, and productive learning environment.

F. Clinical Assignments

I. General Policies
a. Following the completion of Clinical Registration Forms and advising with the Clinical Director, clinical assignments are made on the basis of academic course work completed, clinical experience, the student's clinical practicum needs, the requirements of the clinical practicum site, and student availability and preference.
b. Clinical assignments are made before the beginning of the semester. The student will receive a copy of the clinic assignment which designates the primary supervisor, additional supervisor(s), the site and type of clinical activity to which the student has been assigned, and the day and/or time of clinic. Students will also be charged with completing their Clinical Goal Setting Form for the ensuing semester. Clinic practicum activities at both LSUHSC and off-sites begin on the first day of classes and end the last of the semester identified by the School of Allied Health Professions Academic Calendar.
c. The Audiology Program Clinic Director will formally introduce the student and clinical supervisor via email several weeks before the new semester begins. The email will discuss: the start date of the rotation, the days of the week the student is assigned to the clinic, the last day of the clinic rotation, and the Goal Setting form completed by the student.
i. The Clinical Goal Setting Form allows the student to disclose strengths, areas of focus for acquisition of specific clinical skills, and previous clinical experience.
ii. This tool should be used by students and clinical supervisors to create realistic expectations for the semester and should be used as a baseline to ensure clinical growth throughout the semester. Ultimately it is the student's responsibility to initiate this conversation to ensure their clinical goals will be met.

iii. A copy of the Clinical Goal Setting Form can be found in the APPENDECIES.

d. It is the student's responsibility to monitor clock hours throughout the semester. Any problems with scheduling or with client attendance should be discussed first with the clinic supervisor. Changes in the assigned number and type of clock hours to be earned weekly may not be made without the approval of both the clinic supervisor involved and the Audiology Program Clinic Director.
e. Concerns regarding clinical matters should be discussed with clinical supervisor first, and the Clinical Director.
f. Clinics will begin and end in accordance with the academic calendar. Students should be available for departmental activities and to complete departmental responsibilities from the first day of class through the last day of exam week.
g. Transportation to the remote site is the responsibility of the student.

II. Dismissal from Offsite
   a. Clinical supervisors are responsible for reporting unsatisfactory performance to the Audiology Program Clinic Director. Clinical supervisors will be directed to complete a formal report through CALIPSO and/or the Student Misconduct form.
   b. The Audiology Program Clinic Director and Clinical Faculty reserve the right to dismiss or remove a student from an offsite clinical practicum if circumstances warrant such action. This decision may be made to address concerns related to professionalism, performance, safety, or any behavior that does not meet the standards expected of the program. This may be due to student misconduct or supervisor misconduct.
   c. This policy ensures that the integrity of the clinical experience is maintained, the reputation of the program is upheld, and the safety and well-being of patients, staff, and students are prioritized. Any dismissal will be reviewed in accordance with program policies to ensure fairness and transparency.
   d. If a student is removed from and offsite due to unsatisfactory performance related to professionalism, clinical competence, safety, or any behavior that does not meet the standards of the LSUHSC Audiology program, they will required to complete a formal remediation exercise.

III. Conclusion of Semester
   a. The end of the semester is considered the ***last day of exam week*** per the academic calendar. Students are expected to be available through the last day of the semester regardless of class exam schedules. Students are directed not to plan to leave campus prior to the end of the exam week.
   b. All clinic responsibilities must be completed before the end of the semester. These responsibilities include returning all borrowed clinic materials, completing chart notes, submitting all clock hours, signing all reports, and turning in supervisor evaluations. It may include additional responsibilities as outlined by the supervisor, including an exit conference.
   c. All clinic documentation must be in final form and approved by the clinic supervisor by the last day of exam week. Each day formal clinic

documentation is late, the clinic practicum grade will be reduced by a letter grade. Any exception to this must be approved by the clinic supervisor in advance.

d. A grade of I (Incomplete) indicates that the student has not completed academic/clinic responsibilities for an unavoidable reason that is acceptable to the clinical supervisor. A student maintains the right to decline a grade of "I" and have their letter grade lowered.

G. Clinical Practicum Expectations

I. Communication and Goal Setting
   a. It is the student's responsibility to follow up with the Audiology Program Clinic Directors initial introduction email to on and offsite clinical supervisors and arrange a scheduled staffing time to discuss clinical goals and expectations prior to the first day of clinic.
   b. Students should always have staff meetings with clinical supervisor before each clinic session and/or appointment pending the clinical site's workflow.

II. Professional Presence
   a. Students are expected to be at your clinic site, available, and professionally dressed during your clinic session time even if a patient has not been scheduled.
   b. The clinical supervisor may use the time to practice clinical skills, schedule a last-minute appointment, or welcome "walk-in" appointments.
   c. If the student does not have patients scheduled in the assigned clinic session, the student should contact their clinical supervisor ahead of time to request directive.
   d. Student clinicians should be prompt and prepared for all appointments. This includes but is not limited to reviewing patient referrals, chart notes, or prepping the clinic equipment for the anticipated appointment.
   e. Students should be in the clinic at least 15 minutes ahead of their assigned clinic session to check all equipment and supplies, and to set up the clinic environment.
   f. Tardiness is unacceptable and will be reported to the Audiology Program Clinic Director.

III. Documentation
   a. Onsite Directives
      i. Students will be scheduled for training on the LSUHSC Hearing and Balance Clinic's Electronic Medical Record (EMR) system EPIC in December or January of their first year. Once training is complete, students will be given credentials to their student clinician profile.
         1. This profile gives students the ability to review the clinic schedule, enter diagnosis codes, and write chart notes that are reviewed and signed by the clinical supervisor.

2. Students may obtain remote access to the EMR via Citrix by eliciting the support of LSUHSC IT department.

ii. Documentation should be completed for each patient following every event of patient contact within 48 hours of the session. This includes any telephone correspondence as well as any clinic encounter.

1. Documentation templates are available in the clinic's EMR system EPIC.
2. These templates will be shared by the clinical supervisor.
3. All documentation templates follow a S.O.A.P note format. This requires the student to document all subjective and objective findings along with actions taken and the care plan. The student clinician should note all other supplemental handouts that may be provided to the patient and or family member during the encounter.

iii. The clinical supervisor will review chart notes, check diagnosis codes, drop charges in the EMR billing portal and sign the encounter.

iv. Every chart note, telephone call, or encounter must be signed by the student and by the student's supervisor. Signatures must include your name and degree. (Example: Brad Jones, B.A./Rachel Wood, Au.D.)

v. Student should include the statement: ***Services provided by student clinicians and signees (Student's name and credentials)***.

vi. Notes will be co-signed by the clinical supervisor with the statement: ***Supervisor Faculty Co-Sign: (Supervisor name and credentials). I have reviewed and agree with the graduate clinician's findings, including all diagnostic interpretations and treatment plans as written.***

vii. All audiograms and test results must be finalized, signed by the clinical supervisor and placed in the "to be scanned" basket in the front office of the clinic. The front office administrator will scan all documents into the media section of the patient's file in the EMR following the evaluation.

1. Ensure all fields (e.g., patient name, date of birth, date of service) are completed accurately.
2. For hearing aid–related measures (electroacoustic analysis, real-ear measures, functional gain, etc.), document make, model, serial number, ear side, and settings (e.g., "full on," "patient's program," "volume = ½").

b. Offsite Documentation

i. Roles and responsibilities for completion of documentation at clinical practicum offsites are delegated by the clinical supervisor.

ii. Clinical practicum offsites may use a variety of different Electronic Health Records (EHR) and EMR systems and it is left to the clinical supervisor's discretion if a student clinician is granted access to such systems.

IV. Appointment Confirmation

a. Student clinicians are required to review the clinic schedule in EPIC and call patients at least 24 hours before the patient's appointment to confirm the appointment time.

i. If a patient needs to cancel and reschedule, the student clinician must notify their clinical supervisor and the front office administrative staff

ii. If the patient does not answer, the student clinician should leave a voicemail requesting the patient call and confirm their appointment with the front office at 504-568-4346.

iii. If you are offsite, the student clinician should use the *67 feature when dialing a patient from your personal phone.

V. Clinic Environment

a. Maintaining a clean and sanitary clinic environment is the shared responsibility of all student clinicians and clinical faculty. This is essential for ensuring the health, safety, and professionalism expected in patient care and clinical instruction.

b. All clinic spaces and equipment must be thoroughly cleaned and disinfected following use. This includes, but is not limited to, otoscopes, immittance tips, probe tubes, hearing aid cleaning tools, and other clinical instruments.

c. Proper cleaning protocols help prevent the spread of infection, protect equipment functionality, and maintain a high standard of care for patients.

d. Student clinicians should follow the instructions of the clinic clean up checklist located in the clinic by the otoscopy charger if unsure of specific sanitation procedures. This form can be found in the Appendices of this handbook.

H. Clinical Procedures and Patient Care

I. Patient Appointments

a. Appointments are scheduled by the front office staff according to the time blocks provided by the clinical faculty.

b. Students are **NOT** to request specific cases directly or request any changes in scheduling of patients unless specified by their clinical

supervisor. The student is to check the EMR system weekly and within 24 hours of their clinical practicum session.

c. The student clinician is responsible for reviewing chart history, referral orders and other pertinent histories in the clinic's EMR. The student clinician should use these tools to prepare for the clinic session.
d. Students are expected to be present on time and dressed in clinic attire/clinic uniform even if a patient is not scheduled. They should request further directives from the clinical supervisor ahead of time if a patient is not scheduled during a clinic session.

II. Pre-Appointment Planning
    a. Prior to the scheduled clinic session, the student should meet with his/her supervisor to review the case, to decide on appropriate interview questions, evaluation procedures, and if further information is needed from the client.
    b. Appointment Reminders
        i. Students must confirm patient appointments the day before the evaluation using the clinic phone in the front office or their personal phone with *67 to block the caller ID. In some cases, supervisors may require earlier calls.
        ii. Students should use the ***Confirmation Call Script*** located in the Appendices of this handbook. The student should refrain from providing personal identification such as full name and personal phone number. The students should identify themselves as representatives of the LSUHSC Hearing and Balance Clinic.
        iii. If there is a voicemail: leave a message asking the patient to call the clinic at **504-568-4346** to confirm or cancel. If there is no voicemail, continue attempts to reach the patient and document times of calls made.
        iv. Students must check the EMR system EPIC and their LSUHSC email daily for updates. The student clinician is directed to notify their supervisor immediately if a patient needs to cancel and reschedule their appointment.
        v. Clinic administrative staff will notify supervisors if a patient cancels.
    c. Greeting the Patient
        i. The clinic administrative staff will check-in patients, mark them as in the "waiting room" on the EMR system EPIC, and notify the clinical supervisor when the patient is present and ready for their appointment.
        ii. Student clinicians are to greet their patients in the clinic waiting room and ensure the sign-in log is complete before the appointment.
        iii. Students should introduce themselves in the following manner***: "Hello Mr./Ms. Patient's Last Name. I am Mr./Ms. Student's Last Name and this my supervisor, Dr./Ms. Supervisor's Last Name." For example: "Hello Mrs. Smith, I am Ms. Jones, and this is my supervisor, Dr. Guidry."***

iv. Briefly explain the services that will be provided during the scheduled appointment and invite the patient to ask any questions before initiating services.

d. Patient Counseling
    i. After services are rendered, the student clinician will meet with the supervisor to discuss test results, treatment and/or observations.
    ii. Following this preparation, a patient/parent/legal guardian conference will be held where test results will be interpreted, recommendations made, and questions answered.
    iii. Student clinicians should confirm the Authorization of Release of Information for the patient is completed and accurate should the patient/legal guardian wish for an outside agency to receive a copy of the report.
e. Concluding the Evaluation
    i. All student clinicians should escort their patients to the front desk to check out. The clinic administrative staff will ensure all payments and paperwork has been completed. Students should seek the clinical supervisor if there are any concerns (such as payment issues, consent issues, etc.)
    ii. Student clinicians will provide the patient/parents/legal guardian with a QR code for the clinic's Patient Satisfaction Survey. All survey results will populate in the Audiology Clinic Microsoft Team.
    iii. A meeting may be required by your clinical supervisor following the appointment to discuss aspects of the case, answer questions, or discuss performance.
f. Patient Satisfaction Surveys
    i. To ensure the LSUHSC Hearing and Balance Clinic maintains its mission of providing exemplary patient care, and to ensure continuous improvement of programmatic clinical education, patients are requested to complete a patient satisfaction survey for all clinical encounters. These electronic surveys are linked the Audiology Clinic Microsoft TEAMS page so data can be monitored by the Audiology Program Clinic Director and Clinical Faculty.
    ii. A copy of this survey can be found here: LSUHSC Hearing and Balance Clinic Patient Satisfaction Survey
    iii. All students should escort their clients to the waiting room following an clinic encounter and request that the patient complete a survey before leaving.
    iv. QR codes linked to the patient satisfaction survey are also available in the patient waiting room, clinic website, and on the back of Clinical Faculty business cards. Patients should be directed to these resources to increase participation rates.
    v. Patient satisfaction survey can be found in the Appendices of this handbook.

I. Offsite Clinical Practicum

I. Students will begin offsite clinical practicum during the Fall semester of their 2nd year of the LSUHSC AuD program. The assigned offsite clinical practicum sessions will vary and increase from approximately 4-6 hours per week to 16-20 hours per week during the student's 3rd year. Additional information about the 4th year externship is detailed in the following section.
   a. Offsite clinical practicum assignments will be made based on numerous criteria as determined by the Audiology Program Clinic Director and supporting faculty to be in the best interest of the student's clinical education.
      i. The Audiology Program Audiology Program Clinic Director will hold 1-on-1 meetings with each student each semester around midterm starting in the summer semester of the students first year.
      ii. Before this meeting, the student will be required to complete the Audiology Clinical Registration sheet available in the Appendices of this Handbook.
      iii. During 1-on-1 Meetings the student clinician and Audiology Program Audiology Program Clinic Director will review the student clinician's current strengths and weaknesses, clinical practicum placement preferences and long-term clinical practicum goals.
      iv. All topics discussed during these meetings will be taken into consideration when the Audiology Program Audiology Program Clinic Director creates to following semester's Clinical Practicum Schedule.
   b. Academic responsibilities and schedules influence the offsite clinical practicum session assignments to ensure reasonable balance between academic and clinical responsibilities.
   c. All concerns regarding offsite clinical practicum assignments should be discussed with the Audiology Program Audiology Program Clinic Director and may **not be** renegotiated with the offsite clinical supervisor.
   d. In special circumstances, with the knowledge and prior approval of the Audiology Program Audiology Program Clinic Director, appropriate alterations may be considered on a case-by-case basis. Any application for consideration must be made in writing.
   e. If the student makes arrangements without the knowledge and approval of the Audiology Program Audiology Program Clinic Director, hours accrued will not be counted and disciplinary action may ensue.
   f. Students are responsible for being at their off sites all days and times assigned.
   g. Both your offsite clinical supervisor **AND** the Audiology Program Audiology Program Clinic Director must be notified at the earliest possible time in case of an emergency or illness when a clinic session is missed.

II. Students are required to keep their health records current and up to date. Failure to do so may require pulling the student from a clinical rotation and lowering the clinic practicum grade.

III. Some affiliates may require a criminal background check.

a. If this is required by the assigned clinical practicum offsite, the Audiology Program Audiology Program Clinic Director will initiate orders in the drug screen and background check platform, Certiphi.
b. The student will complete all orders within 7 days of receiving the notification and notify the Audiology Program Audiology Program Clinic Director when the orders are complete.
c. Cost of these screenings is the responsibility of the student.

IV. Student clinicians may be requested and are required to fulfill additional requirements of clinical practicum offsites and should address any concerns regarding these requirements with the Audiology Program Audiology Program Clinic Director.

V. The Audiology Program Audiology Program Clinic Director confirms ASHA certification of all clinical practicum offsite supervisors and ensures the supervisor has met the ASHA requirements for supervision
a. Should a clinical practicum offsite employ a potential supervisor that does not hold an ASHA certification, the individual will be vetted by the Audiology Program Audiology Program Clinic Director.
b. Once the supervisor is approved for supervision, the student will be notified and instructed to log clock hours under “Non-ASHA” designation and the student will be presented with a document stating the hours obtained will not be eligible to put towards ASHA certification following graduation.

VI. All Au.D. students must have met LBESPA's requirements of meeting the breadth and depth of clinical experiences to be considered a candidate for fourth year placements.

VII. A minimum of 1820 hours are required for graduation; however, meeting that minimum does not exclude students from participating in assigned clinical practicum.

VIII. Offsite Examples:
a. Audibel Hearing
b. NOLA Hearing
c. Ascension Parish School System
d. Jefferson Parish School System
e. Creel Hearing
f. Tulane/Lakeside Hospital
g. University Medical Center
h. LSUHSC Hearing and Balance Clinic
i. Our Lady of the Lake Hospital
j. Our Lady of the Lake Physician Group
k. Manning Children’s Hospital
l. North Oaks Hospital
m. New Orleans Speech and Hearing
n. Ochsner Hospital and satellite clinics
o. ENT Specialist of Metairie
p. LCMC Westbank

q. Ainsworth Audiology
r. Louisiana Ear, Nose & Throat

J. Grading Policy for Students Enrolled in Clinical Practicum

I. The overall practicum grade for the semester will be determined by the student's clinical performance during observations, screenings, on-site clinic, and offsite clinic.

II. Clinical documentation will all count towards a student clinician's final grade if that is required of their rotation.

a. Reports should be completed in a timely manner and should accurately encompass all pertinent information related to case history, diagnostic results, treatment, and recommendations.

b. Information should be presented in a professional manner with correct format, spelling, grammar, and clinic information.

III. If the student does not uphold professional standards in the following areas: Attendance, professionalism, preparedness, etc. the student may be dropped one letter grade.

a. **Absence:** Regular attendance is required. Any unexcused absence from a clinical assignment (including screenings) will result in a reduction of **one letter grade** for the clinical practicum course. Repeated absences may result in failure of the practicum course. Only exigent circumstances, as approved by the Audiology Program Audiology Program Clinic Director, will be considered excused.
b. **Tardiness / Unpreparedness:** Any student who is tardy, unprepared, or unprofessional for screenings, onsite clinic, or offsite clinical practicum will have their grade reduced by a **minimum of one letter grade**.
c. **Documentation:** Failure to complete documentation in the electronic medical record (EMR), or to submit audiograms and other relevant documents for upload, may result in loss of clinic hours or remediation at the discretion of the Audiology Program Audiology Program Clinic Director.

K. Clinic Remediation

I. Step 1: Identification
a. Any student who demonstrates patterns of absenteeism, tardiness, or unprofessional behavior during clinic assignments (onsite, offsite, or screenings) will be identified by the clinical supervisor and reported to the Audiology Program Audiology Program Clinic Director.
b. A single missed clinical assignment without exigent circumstances will result in an automatic one-letter grade reduction for the semester.

II. Step 2: Notification
a. The supervisor will notify the Audiology Program Audiology Program Clinic Director of the concern.
b. The student will receive written notification of the attendance/professional conduct concern and be informed that repeated issues may trigger formal remediation.

III. Step 3: Meeting and Documentation
    a. Within 7 days of notification, the student, clinical supervisor, and Audiology Program Clinic Director will meet to review the concern.
    b. Specific behavioral expectations (e.g., consistent attendance, punctuality, preparation) will be outlined and documented.
IV. Step 4: Remediation Plan
    a. A remediation plan will be developed, outlining expectations, timelines, and consequences for continued issues.
    b. The plan will be signed by the student, supervisor, and Audiology Program Audiology Program Clinic Director and placed in the student's program file.
V. Step 5: Monitoring
    a. The clinical practicum supervisor will monitor the student's adherence to the remediation plan.
    b. Failure to meet expectations may result in Clinic Probation for the following semester, in addition to grade penalties already assigned.
VI. Step 6: Completion
    a. If the student demonstrates consistent improvement and meets expectations, remediation will be considered complete, and documentation will be added to the student's file.
    b. Should the student obtain a grade of C or below (in area of deficiency) a second semester, the student will be placed on Clinic Probation and meet with the entire Clinical Faculty to review and to remain in the program. In addition, the student must earn a grade of B or higher in the area of deficiency before being placed off-site for practicum.

L. Complaints, Comments and Concerns

I. Complaints, Comments and Concerns QR code is located in the student work area. These comments are monitored on a regular basis by the Department Head of Communication Disorders.
II. If there are specific procedures for complaints related to the Standards for Accreditation of Entry-Level Graduate Education Programs in Audiology and Speech Language Pathology. These can be found on- line at: http://www.asha.org/academic/accreditation/accredmanual/section8.htm#Complaints_programs.
III. If needed, complaints should be sent to:

Chair, Council on Academic Accreditation in
Audiology and Speech-Language Pathology
American Speech-Language-Hearing Association,
2200 Research Boulevard, #310
Rockville, MD 20850

M. CALIPSO Evaluations

I. Clinical Practicum Site Evaluations
   a. At the end of each semester, students are encouraged to complete an electronic Evaluation of Site form through CALIPSO.
   b. The student submits this form electronically and the student's evaluation will remain confidential.

II. Clinical Supervisors Evaluation
   a. At the end of each semester, students are encouraged to complete an electronic Evaluation of Supervisor form through CALIPSO.
   b. The student submits this form electronically and the student's evaluation will remain confidential.

III. Self-Evaluation
   a. Periodically students will be asked to complete a self-evaluation (a self-assessment).
   b. This process will allow student clinicians to analyze their strengths, weakness and to identify their comfort level with clinical skills.
   c. These assessments are used to make appropriate changes based upon their own reflections and the feedback given from other clinical practicum supervisors.
   d.

N. Recording Clinical Clock Hours in CALIPSO

I. CALIPSO is a web-based application that manages key aspects of academic and clinical education designed specifically and exclusively for speech-language pathology and audiology training programs.

II. The student must maintain a record of all clock hours earned in clinical practicum. Clock hours include observations, speech screenings, hearing screenings, and clinic experiences.

III. After every clinic session, the student is to log into CALIPSO to document the following:
   a. Supervisor
   b. Site
   c. Semester
   d. Clinical setting type
   e. Completion month & year,
   f. Date
   g. Course #
   h. Training Level
   i. Type of clinical activity for which hours were earned for each client (e.g., child ABR, adult audiological evaluation)
   j. Hours/Length of time earned for each session
   k. Hours for which this information is not provided will not be counted.

IV. Clinical practicum clock hours must be reviewed and approved by each supervisor.

V. Prior to submitting the form, the student must be certain that:
   a. The hours recorded accurately reflect the hours earned

b. The student has recorded practicum hours in increments no smaller than a quarter of an hour (e.g., 15 min = 0.25 hrs, 30 min = 0.50 hrs, 45 min = 0.75 hrs, 60 min = 1.0 hrs)
c. The student has accurately answered all required information

VI. All clinic and observation hours must be submitted to their supervisor for approval at the end of each week and no later than 7 days following the clinical activity.
VII. Screening hours are required to be submitted within 7 days of a screening.
VIII. Failure to record and to submit all clock hours as required will result in the student receiving an "I" (Incomplete) in any Clinical Practicum course and may result in a loss of those clinic hours.

O. 4th Year Externships

I. Students will begin their 4th year externship in the summer term at the end of their 3rd year.
II. Students will begin to apply for their 4th year placement in July as they approach the beginning of their 3rd year.
III. The externship experience is designed to develop advanced audiology skills with direct patient care so that a student clinician will eventually work as an independent practitioner.
IV. The externship experience may take place locally or at a distant facility and it may or may not include a stipend. Student stipends are provided at the discretion of the site.
V. The externship is a full-time, 9 to12-month position (depending on the site).
VI. Each student will accumulate a minimum of 1820 clinical hours over the course of clinical practicum rotations and the externship experience.
VII. All externships must be approved by the Audiology Program Clinical Director.
a. This approval is based upon the ability of the facility to provide such things as appropriate supervision, available equipment and materials, a variety of learning audiology experiences, supervision, etc.
b. Should a student interview and accept an externship facility that the university has not been affiliated with in the past, the Audiology Program Audiology Program Clinic Director will vet the site before official acceptance by the student.
VIII. All externships will have a formal, written affiliation agreement with LSUHSC.
IX. Grades will be based upon the primary clinical supervisor's evaluation via CALIPSO and assigned by the Clinical Director. Other graded assignments will also be assigned throughout summer, fall and spring semesters.
X. Should a student clinician not meet the clinical and professional expectations of the externship site, the site holds the right to dismiss the student from the externship.
a. Dismissal from an externship site may result in dismissal from the LSUHSC Audiology Program.
XI. Upon completion of the externship, each student will have met all academic and clinical requirements for Louisiana licensure.

APPENDECIES

Professional Organizations

AAA: American Academy of Audiology
SAA: Student Academy of Audiology
11480 Commerce Park Drive
Suite 220
Reston, VA 20191
Website: American Academy of Audiology
Telephone: 800-AAA-2336

ASHA: American Speech-Language Hearing Association
NSSLHA: National Student Speech-Language Association
For additional information: ASHA
10801 Rockville Pike
Rockville, Maryland 20852
Website: Contact ASHA (Refer to ASHA website for information regarding Certificate of Clinical Competence (CCC) and Praxis)
Action Line: (800) 638-6868

LSHA: Louisiana Speech and Hearing Association
8550 United Plaza Blvd. Suite 1001
Baton Rouge, Louisiana 70809
Website: Louisiana Speech Language Hearing Association - Home
(504) 922-4600

LBESPA: Louisiana Board of Examiners for Speech Pathology and Audiology
LBESPA is Louisiana State Licensing Board for both Speech Pathologists and Audiologists.
Licensure is mandatory in Louisiana for both professions.
Towne Park Centre,
37283 Swamp Road, Suite 3B, Prairieville, LA 70769.
Website: Louisiana Board of Examiners for Speech-Language Pathology and Audiology
Phone (225) 313-6358
Fax (225) 313-6991.

LAA: Louisiana Academy of Audiology
The mission of the Louisiana Academy of Audiology is to serve the professional needs of audiologists and individuals with auditory and balance disorders by promoting professional excellence, ethics, and continuing education
Website: Louisiana Academy of Audiology - Home Page

Code of Ethics

American Academy of Audiology Code of Ethics

ASHA Code of Ethics

LBESPA CODE OF Ethics

Call Scripts for Clinical Practicum

No. 1: For Patient

Hello Mr./ Ms./ Mrs.

This is the LSU Health Sciences Center Speech and Hearing Clinic calling to remind you of your appointment for a hearing test tomorrow. (give day of the week) at (give the time). Will you be able to keep this appointment?

If the answer is Yes, end with Thank-you, we will be looking forward to seeing you

(tomorrow). If the answer is No, instruct them to call 568-4346 to reschedule.

Always end with a thank you. If leaving a recorded message add: If you are unable to keep this appointment, please call 568-4346 to cancel and reschedule. Thank-you.

No. 2 For Parent/Guardian of Patient

Hello Mr./ Ms./ Mrs.

This is the LSU Health Sciences Center Speech and Hearing Clinic calling to remind you of your (daughter/son's) appointment for a hearing test tomorrow. (give day of the week) at (give the time). Will you be able to keep this appointment?

If the answer is Yes, end with Thank-you, we will be looking forward to seeing your tomorrow (or applicable day).

If the answer is No, instruct them to call 568-4346 to reschedule.

Always end with a thank you. If leaving a recorded message add: If you are unable to keep this appointment, please call 568-4346 to cancel and reschedule. Thank-you.

Remember, NEVER, give your name, home phone number or other identifying information when making these reminder calls. Only identify yourself as a representative of LSUHSC Speech & Hearing Clinic.

Audiology Clinic Clean Up Protocol

Audiology Clinic Cleaning Protocol

- Infection control is to be completed on your assigned date following the **end of clinic**.
- **Items must air dry for 24 hours and be put away over the weekend or the following Monday morning by 8:45 am.**
- Please initial each item after you have completed it. Sign and date the bottom of the form and pin to Dr. Guidry's door upon completion. Those who do not fulfill this responsibility will be assigned a 5 page paper on infection control.

On Your Assigned Day:

Wear gloves** (available in each patient room) to protect your hands from all cleaning solutions. Chemical aprons are available under the sink in the ABR room to protect your clothes if needed.

_____ _____ Collect any used cerumen management tools

- Clear curettes are disposable and should be thrown away.
- The Blue Bionix Light source should be placed in the designated drawer in the ABR room.
- The ear irrigator should be dried and placed on the counter in the ABR room in the designated cerumen management station.

_____ _____ Disinfect all hard surfaces (tabletops, chairs, cabinets, etc. NOT ELECTRONIC EQUIPMENT) with **Lysol I.C. Foaming Disinfectant Cleaner & Paper Towels or Clorox Wipes**. Lysol are located in the cabinet under the otoscopes. Clorox wipes are distributed in rooms throughout the clinic. This tasks should be completed in all patient care rooms.

- ABR Room
- Hearing Aid Room
- Clinic Seating area in the middle of the sound booths
- Sound Booths **(REMEMBER just hard surfaces not electrical equipment)**

_____ _____ Disinfect all electronic equipment (keyboards, audiometers, tymp bridges and all transducers) with **AudioWipes** located in the cabinet under the otoscopes.

_____ _____ Wipe down all 5 otoscope handles and heads with **AudioWipes.** Place all 5 otoscopes on the charging doc. Put new otoscope specula in the clean jar in the otoscope area if the jar is running low.

_____ _____ Refill all immittance and OAE probe sizes in each room (test booths and ABR room)

- Probe tips for both the Maico ad Titan can be found in the cabinet in the Pediatric booth (patient side)

_____ _____ Throw away all trash, used papers or stray probe tips/insert tips. ***Be sure to look under tables and in corners of the booths in each booth for stray probe tips.***

_____ _____ Return all clinic items in their proper places. Make sure booths are neat and organized as posted. ***This includes untangling probe wires, headphones and bone oscillators***.

_____ _____ Make sure each insert headphone has a nubbin.

_____ _____ Check on availability of ALL clinic forms in all booths. If low, make 50 copies of the forms and replace in respective areas**. Inform the front office staff that you are the clinic cleanup designee for the week when making copies of clinic forms**.

_____ _____ Make sure all supplies are placed back into its designated area in the Hearing Aid Room.

- Hearing Aid Manufacturer supplies (domes, filters, receivers, etc.) should be placed the in the appropriate supplies box and drawers in the hearing aid supplies and modification room across the hall from the 9th floor clinic and/or file cabinet in the hearing aid room.
- Open battery packets that still have unused batteries in them should be placed in the cabinet to the left of the computer monitors
- Modification tools should be placed in the drawers of the white supplies box on the modification bench (in the hearing aid modification and repair room across the hall from the 9th floor clinic).
- Tubing should be placed in the grey supplies box above the modification equipment on the modification bench.
- Impression material and tools should be placed in the appropriate boxes in the cabinet mounted to the wall of the hearing aid room.
    - Make sure each black Impression box contains: a functional otolight, several silicone singles, and a impression syringe
- Each file for manufacturer boxes and shipping labels are well supplied. Extra manufacturer shipping boxes are kept in the 2nd HA fitting room.

_____ _____ Collect dirty audiology toys in audiology suite. Spray the Lysol IC Foaming Disinfectant Cleaner onto a paper towel and wipe down each toy thoroughly. Let sit 10 minutes and then wipe off excess liquid with paper towel.

_____ _____ TURN OFF ALL PIECES OF DIAGNOSTIC EQUIPMENT (Audiometers, tympanometers, etc.)

_____ _____ Does clinic need vacuuming? YES NO

TURN PAPER OVER

By the following Monday by 8:45am:

_____ _____ Return the clean and dry equipment to their homes. Place clean dry audiology room toys in the appropriate audiology areas (cabinet under chalk board in the seating area of clinic). NEVER PUT DAMP TOYS BACK INTO CIRCULATION. Leave damp items out to air dry completely or towel dry completely

Report all supply shortages to Dr. Guidry. Supplies take approximately 4 weeks to arrive.

Immitance tips OK LOW	Insert earphone tips ped/adult OK LOW	Gloves OK LOW
OAE tips peds/adults OK LOW	Alcohol wipes OK LOW	Kleenex OK LOW
Hearing aid batteries OK LOW	Ear impression material OK LOW	Otoblocks OK LOW
Real ear probe tubes OK LOW	Shipping Boxes for each HA Manufacturer OK LOW _____	

SIGNATURES: _____ _____ **Date:** _____

Patient Satisfaction Survey

LSU Health NEW ORLEANS

Audiology Clinic - Patient Satisfaction Survey

1. Were you addressed in a friendly/timely manner by the front desk?

☆ ☆ ☆ ☆ ☆

2. Were you satisfied with the check-in process?

☆ ☆ ☆ ☆ ☆

3. How satisfied were you with the overall appearance and condition of the clinic?

☆ ☆ ☆ ☆ ☆

4. Please select the name of your clinician:

- ◯ Megan Guidry
- ◯ Annette Hurley
- ◯ Erica Cardosi
- ◯ Megan Majoue
- ◯ Emily Mutter
- ◯ Madison Humphries
- ◯ Student Clinician

5. Please provide the name of your student clinician (if applicable):

6. Were assessments and treatments clearly explained to you?

- ◯ Yes
- ◯ No

7. Did you receive educational materials to take with you that will help you achieve your goals?

- ◯ Yes
- ◯ No
- ◯ N/A

8. Please rate the service you received from your clinician during your visit today or over the course of your treatment.

☆ ☆ ☆ ☆ ☆

9. How likely are you to refer a friend to our clinic?

0	1	2	3	4	5	6	7	8	9	10

Not at all likely — Extremely likely

10. Please rate your overall experience with us.

☆ ☆ ☆ ☆ ☆

11. Please feel free to enter any additional comments you have on your clinical experience.

LSU Health NEW ORLEANS

School of Allied Health Professions
Department of Communication Disorders

Audiology Clinical Registration Sheet

Student Name:

E-mail Address:

Phone Number:

Do you have any conflicts, besides class, that you would like for me consider when making your clinical assignments? All conflicts will be considered; however, class and clinic assignments should remain the student's top priority.

What kind of clinical experience would you like this semester? If you have a preference, list up to 3 of your preferred clinical placements.

List 3 of your current clinical strengths and 3 of your current clinical weaknesses.

LSU Health NEW ORLEANS

School of Allied Health Professions
Department of Communication Disorders

Name:

Semester:

Goal Setting for Clinical Rotations

What are 3 skills you feel you have mastered thus far in your clinical experience?

What are 3 skills you hope to obtain/improve during your current clinical practicum rotation?

List 3 ways you plan to ensure further development of the aforementioned skills.

List your previous clinical placements starting with your most recent placement. Provide a brief description of the type of clock hours you obtained including if it was pediatrics, adults or both. Please also indicate how much independence you were given.