



# **AuD CLINIC POLICIES & REQUIREMENTS**

**DEPARTMENT OF SPEECH & HEARING SCIENCE**



**THE OHIO STATE UNIVERSITY**

COLLEGE OF ARTS AND SCIENCES

# **AUD CLINIC POLICIES & REQUIREMENTS**

## **“CLINICAL HANDBOOK FOR AUDIOLOGY STUDENTS”**

The guidelines, policies, and procedures in this handbook apply to all clinical settings for the duration of your time in the program. Throughout your clinical experiences, you are under the auspices of The Ohio State University Department of Speech and Hearing Science and The Ohio State University Speech-Language-Hearing Clinic (OSU SLHC). You are expected to adhere to all policies and procedures outlined in this handbook, those provided to you in SHS 6843; 8943 (Audiology Practicum), Clinic Seminars and/or those emailed to you from any of your audiology preceptors.

The OSU SLHC is a non-profit university clinic associated with The Ohio State University. It is located on the first floor of Pressey Hall, 1070 Carmack Road, Columbus, OH 43210. The mission of the OSU SLHC is to improve the quality of life of all individuals with communication difficulties, to provide cost-effective services that meet the unique needs of the patient and their family, and to promote excellence in clinical education for future audiology and speech- language professionals.

# Preface

On behalf of The Ohio State University Speech-Language-Hearing Clinic (OSU SPLHC), the clinical preceptors and clinic staff welcome you as you begin your clinical education at The Ohio State University. As you begin your professional preparation in the field of Audiology, we look forward to facilitating your clinical education experiences. We hope to give you the “tools” that will empower you in this process. This handbook is the first of many resources. It is designed to assist you with information related to the clinical aspects of our graduate program and in your pursuit of meeting standards for state licensure and/or national certifications. The information is intended to outline expectations as well as the policies, procedures, and clinical operations of the OSU SLHC.

It is your responsibility to closely review this information and use it to guide your clinical experiences. Doing so will facilitate an excellent experience for patients, will allow for appropriate clinical operations, and promote a successful learning experience.

The OSU SLHC provides students the opportunity to obtain clinical experience in a professional environment. This clinical environment allows for professional preparation not only in clinical service provision, but also in related aspects of audiology, including managed care, marketing, and quality management. With these learning opportunities come responsibilities and expectations similar to those that will be encountered in other professional work settings.

Providing supervised services to patients and their families in this clinic is a privilege afforded to students, and you will be expected to operate in a professional manner at all times. Consequences for violations of clinic policy are enforced uniformly for all clinical personnel and are similar to those that would be encountered in other work settings.

After reviewing this handbook, if you are uncertain about a procedure/policy or if you have a specific concern, you should ask/inform someone who has the ability to address these issues—your clinical preceptor, clinical advisor, or clinic director. The most successful interactions come from being well-informed and maintaining ongoing communication with the clinical staff.

Your clinical preceptors are more than willing to discuss your individual clinical cases or concerns with you. Go to them, but be willing to start the discussion with the information that this handbook provides along with other constructive information that you have gathered from your academic courses and previous clinical experiences.

We wish you the best of success in your educational endeavors.

Gail M. Whitelaw, PhD  
Clinic Director

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# SECTION 1

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## AUDIOLOGY CLINICAL PRACTICUM AND PRE-CLINICAL EXPERIENCES ENROLLMENT REQUIREMENTS

### 1.1 Academic Coursework Prerequisites

Prerequisites to enrollment in the SHS Clinical Seminars and Practicum in Audiology include:

- Students with graduate student status in the Doctor of Audiology (AuD) program;\*
- Cumulative GPA of 3.0 or better;
- Successful completion (grade of B- or better) of the 1<sup>st</sup> year AuD Autumn and Spring coursework:
  - SPHHRNG 6143 & 6243 Professional Issues
  - SPHHRNG 6705 Audiologic Assessment I
  - SPHHRNG 6706 Audiologic Assessment II
  - SPHHRNG 6735 Hearing Aids I
  - SPHHRNG 6775 Anatomy & Physiology of the Auditory System
  - SPHHRNG 6850 Advanced Hearing Science
  - SPHHRNG 7343 Clinical Seminar: Counseling & Report Writing
- Successful completion of the AuD Qualifying examination

\*Students who have been admitted on a “conditional” basis or graduate non-degree students are not eligible to enroll in SHS Clinical Seminars and Practicum in Audiology.

### 1.2 Clinical Practicum Onboarding: Required Documentation

Enrollment in clinical practicum requires documentation that students have completed specific onboarding requirements. Required documentation can be found in the class specific Carmen site under the Assignments menu. Onboarding documents must be signed and submitted by the deadlines for each assignment, and *before the student starts their pre-clinical experiences in the Professional Issues course*. Please note that some Assignments are required annually and must be completed before the start of the clinical rotations for the 2<sup>nd</sup> and 3<sup>rd</sup> years of the AuD program.

Students are expected to keep all documentation up-to-date and provide required information to clinical placement sites as requested. Failure to do so may delay or preclude clinical assignments.

**Required onboarding documents** include the following:

- Code of Ethics Policy acknowledgement statement
- Essential Functions Policy acknowledgement statement
- Implicit Bias training verification
- Clinical Practicum Attendance Policy acknowledgement statement
- Health Insurance verification
- Acknowledgement of completed and passed FBI/BCI background check
- Acknowledgement of completion of all required immunizations and test/screenings

- Blood Borne Pathogens training verification
- Hand Hygiene training verification
- HIPAA training certificate
- CPR certification

### **1.3 Code of Ethics, Professional Standards, Administrative Rules, and Ohio Law**

Students enrolled in Audiology Practicum are expected to read, understand, and follow:

- American Academy of Audiology Code of Ethics: <http://www.audiology.org/publications-resources/document-library/code-ethics>
- American Speech Language Hearing Association's (ASHA) Code of Ethics: <http://www.asha.org/Code-of-Ethics/>
- Ohio Law and Administrative Rules Governing the Practice of Speech-Language Pathology and Audiology: <http://slpaud.ohio.gov/lawsandrules.stm>

### **1.4 Essential Functions**

Students are required to meet and maintain the essential functions noted in the Department Essential Functions document. Each student acknowledge that the essential functions can be achieved with or without accommodations prior to the start of clinic practicum by signing the Essential Functions acknowledgement statement.

If any accommodations are needed, the student must register with [Disability Services](#) in the Office of Student Life and develop a plan. Accommodation requests must be documented on the Accommodation Request form and shared with each preceptor, each semester.

### **1.5 Technology Skills**

All students enrolled Clinical Practicum in Audiology need to have proficiency with computers. The OSU SLHC computers are PC with Microsoft products; therefore, documents submitted electronically to preceptors are expected to be produced using Microsoft applications. It is the student's responsibility to acquire appropriate technology skills and equipment prior to enrollment.

The OSU SLHC utilizes CounselEar, an electronic medical records (EMR) system. Any student providing clinical services and receiving clinical hours is expected to use the EMR system appropriately. Clinical preceptors will assist in the learning process and students are expected to utilize resources provided to independently increase their knowledge and ability to utilize the EMR, which is critical to patient care and for providing appropriate documentation.

Please note: important messages will be conveyed via email (Microsoft Outlook).

### **1.6 Spoken and Written English Skills**

Students enrolling in SHS Clinical Seminars and Practicum in Audiology must demonstrate adequate spoken and written American English skills and speech/language skills. If a student needs assistance with spoken and written American English and speech/language skills, this should be discussed with the Clinical

and Academic Advisors as soon as possible.

All students are expected to use speech/language skills that reflect professionalism, which includes avoiding the use of slang in the clinical relationship.

For students with marked pronunciation difficulties, tutoring is available through the ESL department. Dialectal and/or accented variations of English are expected and acceptable in proficient English speakers.

## **1.7 Health Insurance Portability and Accountability Act of 1996 (HIPAA)**

The OSU SLHC uses the “Privacy Rule”, a provision of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA formalizes expectations for all health professionals to follow regarding patient rights and for safeguarding identifiable health information.

More information on HIPAA can be found here: [www.hhs.gov/hipaa](http://www.hhs.gov/hipaa). Specific questions or concerns regarding HIPAA compliance should be directed to the Clinic Director, who serves as the HIPAA privacy officer for the clinic.

Students participating in clinical practicum in the OSU SLHC are trained in HIPAA privacy regulations prior to beginning clinical practicum and will be expected to uphold privacy guidelines thereafter.

- The training will be offered via a BuckeyeLearn online module.
- The completion certificate must be uploaded to Carmen (see assignments).
- Outside practicum or externship sites may require that students participate in additional training or site-specific training prior to beginning their placement.

Students may also be required to participate in training in Family Educational Rights and Privacy Act (FERPA) regulations, which apply primarily in public school and University settings.

## **1.8 Background Check and Non-Conviction Statement**

A state and federal background check (BCI&I and FBI) must be completed at the student’s expense with the Department of Human Resources at The Ohio State University between **August 1<sup>st</sup> and September 15<sup>th</sup>** in each of the first 3-years of the AuD program. Students will be advised of the specific codes that are required to be used when completing the state and federal background checks.

- Acknowledgement of completed and passed FBI/BCI background check must be documented in the student’s Graduate Folder.

Students must complete a non-conviction statement as part of the criminal record/ background check conducted by the University (BCI&I and FBI). This statement certifies that the student has not been convicted of or pleaded guilty to child abuse or other crimes of violence set forth in Section 5104.09 of the Ohio Revised Code. This statement must be submitted to Carmen via ‘Assignments’.

Students who have been convicted or pleaded guilty to child abuse or other crimes of violence are not permitted to participate in clinical practicum.

## **1.9 Health and Immunization Status**

Students must provide documentation of their health status on an annual basis for the duration of the program. Instructions will be sent via email by the Clinical Coordinator on the specific immunizations and screenings that are required by mid-June before students enter the program. Students will then be notified during the summer semester before their 2<sup>nd</sup> and 3<sup>rd</sup> years in the AuD program of what screenings or immunizations need updated.

- Students must report known exposure to contagious diseases within the 6 months prior to and during their assigned clinical rotations, both to their immediate clinical preceptor(s) and to the Audiology Clinical Coordinator.
- All immunizations required by Ohio law and recommended by the Centers for Disease Control and Prevention (CDC) must be up-to-date and properly documented prior to beginning the program. (e.g., hepatitis B, measles, mumps, rubella, tetanus, diphtheria and Covid 19).
- Students must comply with other specific public health requirements (e.g., annual flu shots, annual Mantoux TB screening).
- Documentation of immunizations and screenings must be maintained at the Wilce Student Health Center by uploading into the My BuckMD system and by completing the assignment acknowledging completion of immunizations in Carmen via Assignments.
- Some external sites require a current physical examination (within the past 12 months) that states the individual is “in good health and is free from communicable diseases.”

## **1.10 Health Insurance**

Students are expected to maintain appropriate health insurance coverage. Documentation of insurance coverage is required by the OSU SLHC and a number of outside practicum sites, and must be provided by the student prior to beginning placement at these sites.

Proof of health insurance must be uploaded to Carmen via Assignments on an annual basis.

## **1.11 Cardiopulmonary Resuscitation (CPR) Training**

Students are required to maintain current certification in basic CPR.

- Documentation of current CPR certification must be uploaded to Carmen via Assignments. A photocopy is acceptable.

Training for this course can be obtained outside of The Ohio State University and must include infants, pediatrics, and adults, as well as basic life support (BLS).

## **1.12 Universal Precautions**

Students are expected to be familiar with and practice universal precautions – See **Section 9** for more information.

- All students will be educated in the precautions necessary when working with patients. (e.g., hand washing, sterilizing reusable equipment, proper use, storage, and disposal of personal protective equipment.)
- Specific training for Blood Borne Pathogens and Hand Washing will be provided online as a Carmen Assignment.



- The completion certificate must be uploaded to Carmen.

Students are responsible for obtaining training in specific precautions and regulations for each affiliated site to which they are assigned. They should discuss these requirements with preceptors at assigned sites.

### **1.13 Pre-Clinical Experiences**

All students must have completed at least 25 hours of pre-clinical experiences/guided observations prior to enrolling in their first Clinical Practicum in Audiology. These hours will be completed throughout the Professional Issues courses.

Appropriate documentation of these hours must be uploaded to Carmen prior to enrollment in the student's first clinical rotation.

### **1.14 Professional Liability and General Liability Insurance**

As of April 2009, the University provides appropriate professional liability and general liability insurance coverage for all students enrolled in our programs. For detailed information regarding the insurance carrier (AON Risk Services Northeast, Inc.), students may request the University's Certificates of Insurance from the Clinic Advisor.

Policy coverage applies to students while at the OSU SLHC, when working offsite in outside practicum rotations, 4th year externships, or work study assignments approved by the AuD program. Coverage includes Licensed Professional Liability for students on a claims-made basis.

Students do not need to purchase their own professional liability insurance in order to participate in clinical experiences at the OSU SLHC. However, an external site may require students to provide additional professional liability insurance at their own expense.

## **SECTION 2**

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### **AUDIOLOGY CLINICAL PRACTICUM SPHHRNG 6843**

#### **2.1 Enrollment in SPHHRNG 6843**

Students will enroll in SPHHRNG 6843 each semester they participate in a clinical rotation during their 2<sup>nd</sup> and 3<sup>rd</sup> years of the AuD program (i.e., Summer, Autumn, and Spring semesters of Years 2 and 3).

**OSU SLHC.** Students will be assigned to the OSU SLHC for their first two semesters of audiology clinical practicum. For most students, this takes place during the summer and autumn semesters of their 2<sup>nd</sup> year in the program.

**Outside Placements.** For the remaining semesters (through the end of the 3<sup>rd</sup> year), students will have an “outside” audiology practicum placement and a placement in the OSU SLHC. Outside audiology practicum placements are at various audiology facilities throughout the Central Ohio area and provide additional clinical experiences in a variety of settings.

All students must enroll in 3-credits of SPHHRNG 6843 each semester. A minimum of six rotations in the OSU SLHC and four outside site rotations are required before starting a 4<sup>th</sup>-year externship.

#### **2.2 OSU SLHC Calendar**

The OSU SLHC operates year-round. AuD students are expected to participate in their clinical placements from the first day of the semester to the last day of final examinations of each semester.

**University Breaks and Holidays.** Students are not expected to participate in clinical placements in the OSU SLHC during University breaks or University allocated holidays (e.g., Spring Break or the May, August, and December break during semesters).

- If students are interested in obtaining voluntary extra clinical hours, the OSU SLHC often continues to provide clinical services during these breaks. AuD students are welcome to speak with the audiology clinical faculty if they are interested in participating in supervised clinic appointments during breaks.

The OSU academic calendar is set years in advance and is available for review at <https://registrar.osu.edu/staff/bigcal.asp>

**Travel.** Students are expected to make personal travel plans during their breaks to accommodate the academic/clinical experience calendar.

#### **2.3 Clinical Practicum Attendance Policy for All Practicum Sites**

**Regular attendance for practicum is mandatory.** Students are expected to be at their assigned site on their assigned days/times, from the arranged day of orientation through the last day of the University's regular classes/or finals week, per assignment.

**Outside Sites and University Holidays.** Attendance at an outside clinical practicum site on a university holiday *is determined by the particular site's preceptor*. It is the responsibility of the student to discuss this obligation with individual preceptors.

**Emergency or Illness.** In case of illness or emergency situations, procedures for canceling patients and notifying the appropriate preceptor are determined by the particular practicum site. It is the responsibility of the student to inquire about appropriate procedures and to follow them.

- **Planned absences are discouraged.** Students must REQUEST a planned absence from their preceptor. The student must state the request for consideration, the circumstance for the absence, and the options for making up the absence.
- **Chronic Tardiness and/or Absence.** In the case of a student demonstrating chronic tardiness and/or absence from a clinical assignment, action will be initiated by the assigned preceptor and the OSU SLHC Clinical Coordinator. Consequences will be determined on a case-by-case basis and could include, but are not limited to:
  - Formal documentation of the attendance pattern and concern
  - Denying clinical hours
  - Termination of clinical placement
  - Earning a failing grade or 'unsatisfactory' grade for the semester

## 2.4 Time Management

Effective time management skills are a necessary and key component to the successful completion of audiology clinical practicum assignments and the AuD program more generally.

Students are strongly encouraged to design a long-term plan for the entire time of enrollment for a graduate degree. Components to take into consideration include the following activities and time commitments required per academic term:

- Coursework/course load
- Clinical seminars and audiology practicum assignments, including travel time to sites outside of Columbus
- Graduate Associate (administrative, teaching, or research) assignments
- Job responsibilities outside the University
- Elective coursework (capstone or individual specialization commitment)
- Personal needs (e.g., sleep, exercise, attention to health-related issues, etc.)

Any time management plan should take into consideration that commitments vary in time and responsibility, with some requiring a major time investment. Please note that taking on several major commitments may necessitate extending the number of academic terms essential to fulfill the requirements of the AuD program.

## 2.5 Expenses Related to Clinical Placements

Students may incur additional expenses for participation in clinical rotations. These may include, but are not limited to:

- CALIPSO membership

- Background checks
- Professional clothing
- Parking passes
- Transportation costs
- Replacement name tags or badges
- Replacement OSU SLHC keys if initial keys provided are lost

## **2.6 Guidelines for Dropping SPHHRNG 6843 Clinical Practicum in Audiology**

Dropping SPHHRNG 6843 Clinical Practicum in Audiology is discouraged unless there are extenuating circumstances.

Students with documented extenuating circumstances that necessitate dropping SPHHRNG 6843 and their clinical practicum placement (e.g., medical reasons) should:

1. Schedule a meeting with their clinical advisor and practicum preceptor as soon as possible to discuss the withdrawal.
2. Develop a plan for returning to clinical practicum.

Please note: Dropping a course after the 10<sup>th</sup> week of the semester requires submission of a petition and approval from the course instructor.

### **Policies Following a Drop.**

- **Evaluation.** Any written evaluation from the student's preceptor(s) for the drop/withdraw academic term will be retained in the student's academic file.
- **Medical Release.** If the withdrawal was for a medical reasons, the student must provide a letter from their healthcare provider stating that they can participate in the rigors of a clinical placement/full time schedule prior to returning to clinical placements.
- **Accommodations.** If the student will require accommodations to support their clinical education, they must register with the Student Life Disability Services and update their Essential Functions statement as needed.
- **Clinical Placement.** The clinical assignment/placement for the subsequent academic term in which the student may be permitted to enroll in SPHHRNG Clinical Practicum in Audiology will be based upon the student's clinical competencies/performance at the time that the student dropped or withdrew from clinic.

## **2.7 Screenings**

Opportunities to participate in various speech/language/hearing screenings are routinely offered during the academic year and are generally announced via email. Although screenings are short-term clinical experiences, they are governed by the same guidelines as other Practicum in Audiology placements.

- **Supervision.** Screenings that are supervised by OSU Clinical preceptors or speech-language pathologists or audiologists in the community and are open to any student enrolled in the AuD program.

- **Participation Expectation.** If a student commits to a screening opportunity, either by contacting the clinical preceptor or “signing up,” the student is expected to participate in the experience unless an appropriate excused absence (e.g., illness) is provided and the preceptor is notified prior to the screening. Failure to follow through on a commitment to participate in a screening may impact the opportunity to participate in future screenings and future Practicum in Audiology placements.

Occasionally, a student may be contacted directly by a speech/language pathologist or audiologist to assist with a screening opportunity. The student should discuss these opportunities with the Audiology Clinical Coordinator to assure that the person providing the screening has appropriate licensure and can provide the type of experience which will be both beneficial and can be applied to completion of required clinical hours for licensure.

### **Other Clinical Experiences**

Students are encouraged to participate in a wide range of clinical experiences

**Clinical Hours.** Clinical hours can only be obtained when the OSU SLHC Audiology Clinical Coordinator has arranged the placement. For Audiology students in their first 3 years, clinical experience obtained through courses other than SHS 6843 or as part of an employment contract will not be counted toward the total required clinical hours.

**Potential Practicum Sites.** If students are aware of a potential new preceptor or site, the student is encouraged to give that contact information to the OSU SLHC Audiology Clinical Coordinator.

Potential practicum sites are vetted by the OSU SLHC Audiology Clinical Coordinator using the Audiology Clinical Training Site Questionnaire and the Preceptor Data Form. These are stored in the coordinator’s office in individual clinical placement site folders. The Preceptor Data Forms are used to ensure each preceptor holds a valid Ohio audiology license and to confirm their level of experience in the field. The Audiology Clinical Training Site Questionnaire is used to determine the types of diagnostic procedures, treatment procedures, and the possible populations seen at a clinical site. An Affiliation Agreement is signed by the University and the director of the clinical facility to designate responsibilities of the university and the outside clinical facility.

**Practicum & Preceptor Student Appraisal.** The coordinator reviews the AuD Student Clinician Appraisal Form at the end of the semester to ensure the experience documented met expectations. Each student completes a Preceptor Evaluation Form evaluating the individual preceptor and sharing positives and negatives of the clinical placement. The coordinator reviews the Preceptor Evaluation Forms at the end of each semester to help determine their ongoing role in the clinical education program.

## **SECTION 3**

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### **PROFESSIONALISM**

#### **3.1 OSU SLHC Mission Statement**

The OSU SLHC's mission is to improve the quality of life of all individuals with communication difficulties, to provide cost-effective services that meet the unique needs of the patient and their family, and to promote excellence in clinical training and education of future hearing-speech-language professionals.

#### **3.2 Audiology Student Responsibilities**

The following are expectations and responsibilities of all AuD students who are assigned a clinical rotations in the OSU SLHC. Most are also expected in all clinical placements outside of the OSU SLHC.

1. Access the CounselEar electronic medical record system to view relevant patient records and documents prior to the start of the appointment.
2. Understand the cost of services and conduct appropriate billing procedures.
3. Conduct screenings, consultations, and evaluations as required.
4. Choose a clinic space that meets the needs of the appointment and the patient.
5. Ensure that the clinic equipment is on and calibrated.
6. Ensure that both clinic equipment and spaces are cleaned and prepared before the start of clinic and before each patient encounter. Similarly, students are responsible for cleaning equipment and clinic spaces at the completion of a clinic encounter and shutting down the clinic at the end of the day.
7. Inform the patient and/or approved support persons of the results of testing, treatment objectives, post-treatment progress, referrals, in a sensitive and appropriate way.
8. Complete all clinical documentation accurately and in a timely manner.
9. Complete all necessary post-appointment tasks in a timely manner (e.g., sending repairs, placing orders, finalizing paperwork, adding to waitlists, cleaning, and signing-in devices).
10. Implement preceptor feedback on all clinical practicum assignments. If unsure about instructions, students are expected to review notes, emails, and ask questions of their clinical preceptors.
11. Engage frequently with their assigned clinical preceptors regarding patient care and clinical decisions. Clinical preceptors are the licensed professional who is ultimately responsible for patient care. Therefore, students should discuss all recommendations and treatment decisions with their clinical preceptors prior to taking action.
12. Record contact hours in CALIPSO to track progress toward graduation.

13. Read and adhere to all clinical policies presented within the clinic handbook including patient privacy rights and infection control

### **3.3 Clinic Dress Code**

The OSU SLHC dress code guidelines are designed to be inclusive and functional for the while promoting a safe and sanitary environment. The following guidelines are to be implemented by students when observing or delivering clinical services in the OSU SLHC:

- **Business casual attire:** casual slacks/non-denim pants and skirts, collared shirts, blouses, sweaters, shirts that cover midriff, free of holes, tears, and other significant signs of wear. No sleeveless shirts or tank tops.
- Name tag/badge
- Closed toed shoes

**Dress Code Deviations.** Students may deviate from the dress code for clinic practicum due to weather and/or physical requirements of the setting. The clinical preceptor of that experience will provide dress code requirement modifications, as appropriate.

**Tattoos and Facial Piercings.** Tattoos and facial piercings may be requested to be covered and/or removed if they interfere with the delivery of clinical services (e.g., tattoos that are distracting to the patient, or a piercing that interferes with modeling of speech sounds). This is up to the discretion of the clinical preceptor.

Please consult your clinical preceptor for any questions you have regarding the dress code requirements for your assigned clinical experience.

External placement will have their own dress code requirements that may include specific attire (i.e. scrubs, limiting choice of hair color/style, tattoos, and piercings).

### **3.4 Name Tags**

Every student is to wear a name tag while involved in clinical activities in the OSU SLHC. Procedures for obtaining the nametags will be reviewed in the SHS Clinical Seminars and Practicum in Audiology series. See the Clinic Office Manager for assistance.

The Department provides one name tag for each student in the professional programs (AuD and MA-SLP). In the case that the name tag is lost or there is a change in the student's name, the student is responsible for the cost of replacing the name tag.

Specific sites may require the display of a name tag or ID badge. Each student is responsible for addressing this requirement with the assigned preceptor.

### **3.5 Communication**

**Communication with Faculty.** Students should use appropriate titles (Prof., Dr., Ms., Mr., etc.) when addressing clinical faculty and staff, adult patients, and parents of patients (unless an individual requests they be called by a preferred name).

**Response Time.** Students are expected to respond in a timely manner to email, phone calls, and other means of communication with patients, caregivers, clinical preceptors, and clinical advisors.

### **3.6 Social Media Policy**

**Patient Privacy.** As the use of social media continues to evolve, it is vital that clinic personnel maintain confidentiality by following HIPAA guidelines.

**Social Media and Clinical Practicum.** Students are to refrain from using social media when in clinical rotations unless it directly relates to service delivery interaction. If an assigned clinical rotation has and uses social media, students are to keep this site's related social media separate from their personal accounts.

If social media interactions related to professional practice become antagonistic, students are advised to disengage from the dialogue in a polite manner and seek the advice of a preceptor.

**Students and Social Media.** Students are advised to use their best judgment when posting material and should remain aware of the effect social media posts have on their own image. Any social-media-generated comments are to be professional and discreet. It is recommended that students consider the following guidelines:

- Avoid posting material that is inappropriate or harmful to others.
- Use disclaimers when expressing personal opinion.
- Respect copyright and trademark laws.
- Maintain the privacy of others by protecting confidential information.
- Promptly clarify statements that are misinterpreted by others on the platform.
- Students should not "friend" their patients, preceptors, or professors while in the program.

The OSU SLHC has a zero-tolerance policy on violations of the Social Media Policy. Violation could result in dismissal from the program.

### **3.7 Telephone Usage Policy**

**Clinic Telephone Use.** Students should make telephone calls pertaining to clinical matters using a designated clinic phone.

Students should not provide their personal phone number or contact information to patients.

**Personal Telephones in the Classroom/Clinic.** Use of audible signal alerts on cell phones and pagers is prohibited during class, meetings, presentations, and clinical assignments. If used as a clock, timer, or calculator, cell phones are to be discreetly visible during delivery of services.

### **3.8 Protecting Patient Privacy**

**Patient Records.** Patient records may only be accessed by authorized clinical personnel (preceptors, students enrolled in 6843, office personnel, and/or faculty). Students should only access records belonging to their assigned patients. They should not access other records for any reason. Failure to comply will result in disciplinary measures.

Any written documentation must stay within specific areas of the clinic. Paper documentation with identifying information should not leave the clinic area at any time for any reason.



Patient records may be accessed on the student's CounselEar account on their personal computer; however guidelines for confidentiality and HIPAA must be followed (e.g., not opening patient files in public places, such as a coffee shop or around people who are not authorized to have access to this information, such as roommates). Students are expected to safeguard patient privacy while using the electronic medical records system

Never leave written patient documents or electronic files unattended.

Students must never open the file or leave open the file of another patient on CounselEar or Noah in front of another patient. The privacy setting should be utilized when accessing CounselEar in the same room as a patient.

Students should not bring another patients paperwork, device, or any other identifying information into the room with another patient.

**Discussing the Patient.** Students should never disclose any private health or medical information about a patient to another patient or any other individual unless they are explicitly listed on the patient's Release of Records form. This is true even if the patient is known to be family or friends.

Clinic cases should only be discussed with clinical preceptors or other professional staff. Conversations should concern themselves with matters relevant to the speech, language and/or hearing problem or related matters

No information related to patients is to be discussed with individuals who are not part of the clinic staff, including other professionals, without written permission from the patient or the patient's parents. This includes phone calls, e-communication, and personal meetings as well as written reports and correspondence.

If more information is needed from other agencies or professionals to achieve a patient's goals, discuss the strategies and procedures with the clinical preceptor prior to discussing issues with the patient/parents and/or other professionals. Once the procedures have been discussed, the student will have the responsibility to initiate and follow through on the decided action. (This may include scheduling conferences, e-communication, telephone contacts, letters, etc.).

**Documentation.** Students must document each instance of contact with a patient (e.g., face to face appointment, telehealth appointments, emails, phone call, text messages) in CounselEar as instructed by their clinical preceptor

Printing, photocopying, emailing or photographing the contents of patient record is strictly prohibited unless a student obtains the approval of their clinical preceptor. If permission is given, all identifying information must be deleted from the photocopied report before the copy is removed from secured areas.

The OSU SLHC has a zero-tolerance policy on failure to safeguard patient information. Violation will result in dismissal from the program.

## **SECTION 4**

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### **CLINICAL PRACTICUM PLACEMENTS**

#### **4.1 Clinical Practicum Request Procedures**

The OSU SLHC Audiology Coordinator is responsible for all clinic placements except for 4<sup>th</sup>-year externship placements, which are arranged by the 4<sup>th</sup>-Year Placement Coordinator.

Students are to complete an Audiology Clinic Registration Form each semester. This document provides students with the opportunity to:

- Describe their class and/or work schedules
- List previous clinical experiences accrued
- List their clinical areas of interest (e.g., populations, skill areas, facility types)

The Audiology Clinic Registration Form will be sent via email by the Audiology Placement Coordinator each semester. This form must be submitted to the Placement Coordinator by the date provided in the email.

- This form must be filled out completely and correctly prior to submission. If a form is returned for corrections, this may also delay or preclude clinical assignments for the following semester.
- Late and/or incomplete forms may impact receiving a clinical placement and could delay progression to graduation.
- Any changes to the student's schedule must be immediately communicated to the OSU SLHC Audiology Coordinator. Changes may result in the loss of a secured clinical assignment that cannot be altered to fit changes to the student's schedule.

#### **4.2 Clinical Practicum Assignments**

The determination of clinical practicum assignments is based on many factors. A non-comprehensive list of these factors includes:

- Prerequisite academic courses
- Number of clinic hours accrued
- Need for specific competencies as noted in CALIPSO
- Successful completion of prior clinical practicum experiences
- Academic and work schedules of students
- Student requests/interest
- Outside site criteria
- Students' site evaluation for preceptors/sites
- Location of sites
- Site type/profiles
- Logistics
- Clinical advisor input
- Preceptor input
- Academic advisor input

- Faculty member input (with regard to specific disorder knowledge skill outcomes)

**Student Availability.** Students with limited availability will have limited clinical placement opportunities. Students are encouraged to prioritize their availability for clinic placements before other obligations to allow for the most diverse clinic experiences. Additional questions about the process for determining placements should be directed to the OSU Audiology Placement Coordinator and/or the Clinic Director.

**Clinical Assignment Notification.** Clinical assignments for the upcoming semester will be provided to the students via an email and will be posted in CALIPSO. Typically, assignments are posted at least 6 weeks prior to the start of a new semester.

- Students should notify the Audiology Practicum Coordinator regarding any conflicts/concerns immediately after receiving their clinical placements.
- Students will follow all instructions in emails regarding when to contact outside site preceptors to learn of any needed documents/requirements/orientations/instructions needed for that site.
- Audiology preceptor contact information is located on the CALIPSO site and listed in the “black book” housed on the Clinic Office Manager’s desk.

Failure to adhere to clinical assignment instructions and/or failure to provide any needed documents may result in a delayed start or termination of the clinical placement.

### **4.3 Transportation Recommendations**

Students enrolled in SPHHRNG 6843 Practicum in Audiology are responsible for providing their own transportation to and from assigned practicum sites, including any travel required to the assigned site’s auxiliary locations.

Clinical sites are in the Central Ohio area, including possible placements in facilities that are approximately a one-hour drive from the OSU SLHC.

It is recommended that students have the following in place:

- A road-worthy vehicle to provide safe and prompt transportation.
- Sufficient funds to support costs of travel and parking.
- A well-defined time management plan to allow for travel time.

The Ohio State University assumes no liability for travel. The Department of Speech and Hearing Science advises each student to obtain liability insurance for any travel required as part of the SPHHRNG 6843 Practicum in Audiology.

There is a “needs based” grant that any student may apply for in order to assist in their travel needs. Students who want to apply for assistance can contact the OSU SLHC Clinic Director.

## SECTION 5

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### CLINICAL HOURS

#### 5.1 Clinical Practicum Clock Hours

**Definition.** Clinical practicum is defined as direct patient/patient contact, consultation, record keeping, and administrative duties relevant to audiology service delivery.

Students are encouraged to participate in a wide range of clinical experiences and observations, but hours can only be obtained when the OSU SLHC Placement Coordinator has arranged the placement.

Clinical hours may only be counted under the following conditions:

- The student is enrolled in Audiology Practicum 6843/8943.
- The clinical site is deemed acceptable by the OSU SLHC Placement Coordinator.
- The on-site preceptor is an approved OSU-affiliated preceptor with access to CounselEar.
- The clinical caseload is prescribed by the approved OSU-affiliated preceptor.
- The clinical hours are logged and evaluated/approved through CALIPSO.

**Clock Hour Minimum.** There is no limit on the number of clock hours a student can obtain; however each student must meet the minimum number of clinical clock hours as follows: 1,820 hours of supervised clinical practicum for the duration of the AuD program with a minimum of 25 hours spent in clinical observation.

Only hours earned at the graduate level can be evaluated to document competency across the practice areas of audiology.

- In order to obtain an AuD degree and pursue state licensure, students must meet competency standards as outlined by Standard II of ASHA's certification standards. <https://www.asha.org/certification/2020-audiology-certification-standards/>

At least 50% of the supervised clinical practicum must be acquired on site and in person where the clinical instructors, preceptors, and patients are present. Telepractice may be used for up to 40% and clinical simulation may be used for up to 10% of the supervised clinical practicum.

#### 5.2 Tracking Clinical Practicum Clock Hours

Clinical clock hours are recorded and stored in CALIPSO. CALIPSO is an online tracking system. All students are required to purchase a membership in CALIPSO for a one-time fee of \$100.00. Students will be given instruction via email on how to create their account in CALIPSO before they begin their first semester in the program.

Students will receive training on how to use CALIPSO during their first two semesters in the program.

During each assigned clinical rotation, students are responsible for documenting their clinical hours in CALIPSO for each day they participate in a clinical experience. Students will submit their hours through

CALIPSO to their clinical preceptors each month.

- Hours will be separated into the appropriately defined skill competency areas.

Preceptors will approve all hours submitted by the established due date in CALIPSO and will sign off on those hours at the end of each semester if the student meets expected competency levels.

## **SECTION 6**

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### **EVALUATION OF PERFORMANCE AND CLINICAL SKILLS**

#### **6.1 Clinical Preceptor Responsibilities**

1. Assisting students in the development of clinical skills while fostering expansion of clinical strengths.
2. Provision of feedback to the student throughout each term regarding clinical competency development.
3. Assisting students in identifying and adhering to professional standards across settings throughout their enrollment in Clinical Practicum.
4. Evaluating each student clinician's clinical competencies at the end of each academic term using an evaluation form in CALIPSO. The preceptor will review the electronic form with the student during the final conference. Both the preceptor and the student will electronically sign the evaluation.

#### **6.2 Student Responsibilities**

1. Follow and abide by the Department of Speech and Hearing Science Essential Functions and AAA, ASHA, and OAA Codes of Ethics.
2. Implement preceptor feedback for all clinical practicum assignments.
3. Use resources provided in academic and clinical practicum classes to plan and demonstrate clinical skills.
4. Turn in all clinical documentation on time and in the manner requested by each Clinical Preceptor.
5. Keep lines of communication open by:
  - a. Responding in a timely manner to email, phone calls, and other means of communication with Clinical Preceptors.
  - b. Informing Clinical Preceptors and/or the OSU SLHC Audiology Clinical Coordinator of any extenuating circumstances that may result in not being able to complete any aspect of the program.
  - c. Informing the OSU SLHC Audiology Clinical Coordinator immediately of any issues or concerns at outside clinical practicum sites.

#### **6.3 Clinical Practicum Formative and Summative Assessment**

Students enrolled in Clinical Practicum in Audiology are to participate in formative and summative assessments of their clinical competencies each semester that they are enrolled.

Students must complete self-assessments throughout their clinical education. This information is intended as a starting point for review with each preceptor during the orientation meeting at the beginning of each semester for clinical placement at a given site. The Self-Evaluation form in CALIPSO must be completed at the end of every semester.

**Satisfactory Performance.** Clinical practicum (6843/8943) is graded on a Satisfactory/ Unsatisfactory basis. A passing grade in one clinical practicum does not inherently imply that all required clinical, or knowledge skills outcomes have been attained. To receive a grade of “Satisfactory” (“S”), students must comply with the department’s Essential Functions and earn the following minimum scores on a 5-point scale recorded on the Clinical Performance Evaluation completed at the end of each semester. The scores for all skills that are rated on the evaluations will be averaged for that semester. The Clinical Performance Evaluation and descriptions of the rating scale can be found in CALIPSO.

#### **SPHHRNG 6843**

- Semesters 1: 2.0\*
- Semesters 2: 2.5\*
- Semesters 3 & 4: 3.0\*
- Semesters 5 & 6: 3.25\*

#### **SPHHRNG 8943**

- Semester 1: 3.5\*
- Semester 2: 3.75\*
- Semester 3: 4\*

The increased minimum score required to pass each semester conveys the expectation that students will demonstrate a forward progression of skills throughout their clinical practicum experiences.

*\*A clinical rating of less than 2 on ANY skill on the Clinical Performance Evaluation, regardless of the average scores of all skills combined, will result in an “U – Unsatisfactory” grade for that semester.*

### **6.4 Maintaining Eligibility for Enrollment (Academic Standards)**

Students must remain in good academic and clinical standing to be eligible for clinic placements. Enrollment in Audiology Practicum is restricted to AuD students with a cumulative GPA of  $\geq 3.0$ .

#### **Academic Standards for Clinical Practicum**

- If a student receives a “U” (“Unsatisfactory”) in any practicum, clinical clock hours for that semester will be denied and the student will be placed on probation in the subsequent semester.
- Clinical competency may be achieved by repeating the failed clinical course and by completing a corrective plan of action outlined in an intervention ‘action plan’.
  - The student and their clinical preceptors will meet to develop an intervention plan that details the specific skill areas and/or essential functions in which the student must show successful forward progress over the next semester in order to proceed in any future practicum placements.
  - The action plan will be written by the student with input from the clinical preceptors. The plan must be approved by the Clinic Director.
  - A copy of the clinic intervention plan will be provided to the student. All formal interactions

between the student and their clinical preceptors will be documented in a written record (e.g., a record of memorandum describing the meeting and its outcome). This record will be kept in the student's academic folder.

- The student's academic advisor and the Chair of the Audiology Oversight Subcommittee will be informed of the student's status.
- **Reasonable Progress.** See the [Graduate Student Handbook](#) for procedures related to students who are not making reasonable progress. A student is deemed not to be making reasonable progress towards degree completion for the following reasons:
  - An unsatisfactory grade (i.e., U or C+ or lower) in the same required course two times;
  - An unsatisfactory grade (i.e., U or C+ or lower) in two different courses;
  - An inability to meet the Essential Functions
- If egregious and/or consistent violations of guidelines or protocols occur (e.g., not maintaining client confidentiality, not adhering to OSU SLHC or outside site policies), the Clinic Director, Audiology Clinical Coordinator, Chair of Graduate Studies, and/or the Department Chair will be notified of the noncompliant behavior and disciplinary action will be taken. Disciplinary action could include, but is not limited to, denial of clinical hours, removal from clinical practicum site, repetition of a practicum placement, and/or delayed graduation status.



# SECTION 7

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## THE 4<sup>TH</sup>-YEAR CLINICAL EXTERNSHIP

### 7.1 Application Procedures

**Application Timeline.** The 4<sup>th</sup>-year application timeline is similar to the Audiology Clinical Education Network (ACEN) suggested timeline for securing a 4<sup>th</sup>-year placement.

The application process is initiated during **Summer semester of the student's 3rd year** in the program using the following procedures:

- **Student Placement Preferences.** Students are asked to provide input into geographic preferences, population preferences (e.g., intraoperative monitoring experiences, pediatrics, etc.), and other factors, such as financial considerations, time limitations, and enrollment in the AuD/PhD program to the 4<sup>th</sup>-year placement coordinator, Dr. Whitelaw.
  - The student may choose to present potential options of interest, such as those listed on HearCareers, on the AVAA site, or by exploring options in an area of interest,
- **Contact with a Potential Placement.** Students are **NOT** to make the initial contact with the site or potential preceptor prior to discussion with the 4<sup>th</sup>-year placement coordinator, Dr. Whitelaw.
  - The 4<sup>th</sup>-year placement coordinator will make the initial contacts for each student. Available options will be evaluated by the student, in conjunction with input from the practicum coordinator, clinical advisor, and academic advisor.
- **Interviewing.** Students will begin the interview process in Summer or Autumn semester of their 3rd year, with the goal to complete final placement decisions by March of the 3rd year (for beginning placement May or June of the beginning of the 4th year or at the discretion of the 4th year site). It should be noted that for externships that follow the ACEN guidelines, offers for 4<sup>th</sup>-year Ia may be made as early as October 23<sup>rd</sup> of that calendar year.
  - It should be noted that the student will be responsible for providing their own transportation to the interview(s) and covering any costs incurred in the interviewing process if the potential site does not provide financial assistance.
- **Affiliation Agreement.** Once the placement is secured, the 4<sup>th</sup>-year placement coordinator initiates the affiliation agreement process between the 4<sup>th</sup>-year placement site and OSU. Any questions from the site *must be directed* to the 4<sup>th</sup>-year placement coordinator. This is for the protection of the student and of the University.
- **4<sup>th</sup>-Year Placement Site Requirements.** Any requirements from the site (e.g., additional training, liability insurance, health requirements) must be in place prior to beginning the 4<sup>th</sup> year.
- **Remuneration.** Remuneration (i.e., a stipend) to be provided to the student should be discussed with the 4<sup>th</sup>-year placement coordinator prior to the beginning of the placement. The student may be asked to sign an employment contract with the site, and this is between the student and the site if the student will be paid directly by the 4<sup>th</sup> year site.

## **7.2 Continuous Enrollment During the 4<sup>th</sup>-Year Externship**

**SPHHRNG 8943.** All students participating in their 4<sup>th</sup>-year externship must be enrolled in 3 credits of SPHHRNG 8943 every semester/term of the placement.

**Check Ins.** During the externship, students will “meet” with the 4<sup>th</sup>-year placement coordinator, Dr. Whitelaw, on a periodic basis via email, Facebook, or Carmen/Canvas discussion in order to track progress of the experience and to discuss the experience. In some cases, the placement coordinator will do an on-site and/or virtual visit with the student and preceptors.

**Feedback from the Practicum Site.** The 4<sup>th</sup>-year placement coordinator will obtain quarterly feedback regarding student performance and progress. This feedback is to be reviewed with the student. The main preceptor at the site is also encouraged to contact the 4<sup>th</sup>-year placement coordinator at any time with questions, concerns, and feedback.

**Problems or Concerns During the 4<sup>th</sup>-Year.** If problems or concerns arise in the experience, the student should immediately contact the 4<sup>th</sup>-year placement coordinator to alert the program of the situation and work with the student and site/preceptor.

## **7.3 Clinical Practicum Clock Hours**

**Minimum Time Frame for the 4<sup>th</sup>-Year.** All students must successfully complete and pass a minimum equivalent of eleven months of full-time, supervised, clinical employment in order to be eligible for graduation.

There is no specific hours requirement for the 4<sup>th</sup>-year externship; however students are advised to check specific certification (ASHA or ABA) and/or state licensure clock hour requirements. In general, a total of 1850 hours is used as a guideline with most students accruing between 2200-3000 hours in the program.

**Licensure and Certification.** The AuD program at Ohio State is designed to ensure that students are eligible to apply for state licensure in Ohio or professional certification following graduation. The current requirements for Ohio license are available at: <https://shp.ohio.gov/>

If you plan to pursue licensure in a state other than Ohio, please review state educational requirements for licensure and state licensing board contact information at <https://odee.osu.edu/students/state-authorization#licensure> and State Authorization Reciprocity Agreement (SARA).

OSU makes every effort to ensure state licensure and certification information is current; however, state requirements may change. Please contact the applicable licensing board(s) in the state where you may want to pursue licensure before beginning an academic program to verify whether a program meets educational requirements for licensure in the state.

A student may be required to obtain an “interim” license in some states for 4<sup>th</sup>-year placements. In this situation, the student will work with the 4<sup>th</sup>-year placement coordinator and the 4<sup>th</sup>-year site to pursue the appropriate licensure.

**ASHA Certification.** For students who wish to obtain the ASHA Certificate of Clinical Competence in Audiology (CCC-A) following graduation should refer to the 2020 guidelines for the CCC requirements:

<https://www.asha.org/siteassets/uploadedfiles/asha-audiology-certification-standards-comparison.pdf>

For the student pursuing the Certificate of Clinical Competence in Audiology, supervised practicum must include:

- Experience with patient/patient populations across the life span and from culturally/linguistically diverse backgrounds;
- Experience with patient/patient populations with various types and severities of communication and/or related disorders, differences, and disabilities.
- 25 hours of clinical observation.
- Accrual of clinical practicum hours that is equal to one year of full-time employment (approximately 1825 hours) earned during the AuD program.
- If a student is pursuing the CCC-A, all hours must be supervised by an audiologist with their CCC-A (e.g., a preceptor with their C's cannot "sign off" on hours accrued under the direction of a preceptor who does not have their C's).

**Completing 4<sup>th</sup>-Year Requirements Post-Graduation.** A student may graduate from the AuD program yet need to return to the 4<sup>th</sup>-year site in order to complete the site requirements. Once an AuD student graduates from the program, they are no longer considered a student and will be required to obtain a state license prior to completing the requirements. Students are encouraged to contact the licensure board of the state in which they are placed/are practicing clarifying requirements and follow the licensure requirements as needed.

**4<sup>th</sup>-Year Practicum Locations.** Students should be aware that many 4<sup>th</sup>-year clinical externship sites are outside of the greater Columbus metropolitan area. Location of the 4<sup>th</sup>-year clinical externship is based on factors noted in Section 4.2 and in conjunction with student preferences, and options available nationally. AuD students are encouraged to consider these factors, along with financial implications of a placement, early in the program.

## SECTION 8

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### INFECTION CONTROL PLAN FOR THE AUDIOLOGY CLINIC

*Revised July 20, 2022*

#### 8.1 Purpose

In accordance with the Occupational Safety and Health Administration's Bloodborne Pathogens Standard 29 CFR 1910.1030, this protocol is established to outline the procedures implemented in the audiology clinic for the purposes of minimizing the potential transmission of infectious organisms among patients, employees, or other individuals in the clinic.

**Universal precautions** will be standard for all patient contact and it will be assumed that all blood and bodily substances are infectious and hazardous.

The **purpose** of this document is to ensure and maintain the OSU SLHC's commitment to a safe and healthy environment for its faculty, staff, students, and patients, and to ensure compliance with OSHA's standard on occupational exposure to blood borne pathogens (29 CFR 1910.1030).

All employees and students in the clinic are responsible for reviewing this plan annually and implementing the outline protocols.

#### 8.2 Employee Classification (29CFR 1910.1030)

**Category 1 Provider.** Audiologists and audiology student clinicians are classified as Category 1 providers, meaning their role within the clinic exposes them to cross infection with bloodborne disease and other potentially infectious microbes.

**Category 3 Provider.** Those serving in the front office in an administrative role are classified as Category 3 providers, meaning their job requirements do not expose them to blood or bodily fluids.

#### 8.3 Hepatitis Vaccine

All students entering the AuD program are required to provide documentation of immunizations including the Hepatitis B vaccine. Please refer to Section 1 of this document for additional information.

#### 8.4 Training and Record Keeping

**Bloodborne Pathogens Training.** In compliance with OSHA, all clinicians and students will take a bloodborne pathogens online training course offered via The Ohio State University prior to starting patient care and on an annual basis.

- Documentation of this training will occur through OSU's online portal (currently BuckeyeLearn)

Students are expected to have reviewed this document outlining the clinic's infection control procedures and be able to implement the procedures outlined in this document upon entering the clinic.

## 8.5 Hand Hygiene

Hand hygiene is critical in preventing the spread of pathogens and infections in a healthcare setting. Including, but not limited to:

### **CDC Guidelines for Hand Hygiene in Healthcare Settings:**

When cleaning your hands with soap and water, wet your hands first with water, apply the amount of product recommended by the manufacturer to your hands, and rub your hands together vigorously for at least 20 seconds, covering all surfaces of the hands and fingers. Rinse your hands with water and use disposable towels to dry. Use towel to turn off the faucet. Avoid using hot water, to prevent drying of skin.

**Hand hygiene** should be performed:

- Upon entering the clinic
- Before and after each patient contact
- After contact with blood or bodily fluids
- After glove removal
- Before and after touching facial coverings or masks or any other form of PPE
- When hands are visibly soiled
- Before and after eating
- After using the restroom
- Before or after smoking

NOTE: Antibacterial hand sanitizer (i.e., water not needed) can be found in each clinic room; this can be utilized in cases when a thorough hand-washing procedure is not possible.

**Gloves.** Gloves are provided and are available in every patient care room and workroom. Extra gloves are located in room 147 and should be restocked by any/all clinic personnel as needed.

Wear examination gloves while performing procedures that may involve exposure to blood or body fluids. In audiology this includes:

- When open wounds, visible blood, or infectious debris is present
- Handling used probe tips or inserts
- Handling hearing aids and earmolds when received from the patient
- During the disinfection of contaminated area

### **Glove Use Procedures.**

- Unnecessary touching of equipment and other surfaces with dirty gloves should be avoided to avoid cross-contamination.
- Gloves should be removed or changed between patients.
- Proper glove removal will be reviewed by all clinicians. Please refer to the World Health Organization: Glove Use Information Leaflet.
- Hand hygiene must be performed by washing hands immediately upon glove removal

- Do not wash or disinfect sterile examination gloves for reuse.

## **8.6 Disinfection Procedures**

Following patient visit all areas where patient and clinician were present will be cleaned with disinfectants that are for healthcare settings prior to next patient. This is the responsibility of the clinician.

- This includes high touch surfaces such as countertops, chairs, door handles, keyboards, mouse, and ALL equipment used by the clinician.

**Audiowipes** should be reserved for hearing devices and audiology equipment. Caviwipes and/or Sanihol spray should be used on other surfaces. The surface should be cleaned entirely and allowed to dry.

**Gloves** should be worn during disinfection as these products are not intended to come in direct contact with the skin

**Cerumen.** Cerumen is not necessarily an infectious agent unless it is contaminated with blood or mucous. However, because this is not always obvious to the naked eye, cerumen should be treated as an infectious substance.

- Exchange of hearing devices will be provided to students and preceptors by way of Tupperware containers to be disinfected between each patient. This is also how hearing aids will be collected by the front desk in the event of a drop off.
- Hearing devices should be disinfected with Audiowipes prior to additional handling or being connected to any equipment (i.e. test box).
- Any instrument that makes contact with a hearing aid must be disinfected before and after touching the hearing aid. This includes tools for maintenance, stethoscopes, test box, surfaces, and manufacturer connection devices. If putty is used in test box, clean the hearing aid before and after use of putty.

**Environmental Spills of Blood** (e.g., nosebleeds, vomitus, feces, or other body fluids)

1. While wearing gloves, wipe up with a disposable towel, wash objects coming in contact with the fluid with soap and water and clean with disinfectant spray/wipes.
2. Dispose of the gloves in one of the waste containers that is specifically contained until daily trash removal is available.
3. For nosebleeds or injuries that result in bleeding, the person assisting should wear gloves whenever possible.
4. Wash hands or use antibacterial hand sanitizer immediately after disposal of gloves.

**Contamination Prevention.** Faculty, staff, and students shall use appropriate eating areas to eat and drink to prevent migration of contamination beyond the work area.

Faculty, staff, and students will only apply make-up, handle contact lenses, or perform other grooming in appropriate Department restrooms to prevent contamination beyond the work area.

## **8.7 Sterilization Procedures**

Reusable items such as otoscopic specula (both handheld and video otoscope), impedance tips, ear light tips, manual cures and other cerumen management tools should be sterilized at the completion of clinic

each day.

1. Instruments should first be cleaned of excess debris by way of disinfectant wipes. Instruments are then placed in the tray containing the sterilant solution soak overnight (a minimum of 10 hours) with the lid closed. Instruments should be fully immersed.
2. In the morning, students will remove the tools from the solution by way of the tray and rinse the instruments while still in the tray.
3. The tools will be removed from the tray with gloved hands to air dry on a dry paper towel. Once dry, the tools will be returned to their storage location.
4. Sterilant solution must be changed every 28 days.
5. Any item that comes in contact with blood or known infectious debris must be discarded

## 8.8 Clinic Exposure Plan

**Procedures.** The following procedures are to be implemented in the rare event that a faculty, staff, or student experiences an exposure to blood, blood products, or other potentially infectious body fluids by way of contact with broken skin, mucous membrane, eye, or other identified exposure:

- The exposed individual will immediately take appropriate first aid actions (if feasible), including but not limited to washing the affected area with soap and water and/or flushing the mucous membranes or eye (Eyes must be flushed for a minimum of 15 minutes).
- The exposed individual will then immediately report the incident to their preceptor or another preceptor if that person is not available. The Clinic Director will also be notified.
- The exposed individual will receive the necessary immediate first aid and will be referred for medical treatment.
  - If an exposure incident occurs during business hours, the individual should report to **University Health Services, located on the 2nd Floor of McCampbell Hall, 1581 Dodd Dr., Columbus campus (phone: 293-8146)** for an immediate medical evaluation.
  - If an exposure incident occurs after hours, at the individual should report to the **Wexner Medical Center Emergency Department, located at 450 West 10th Avenue, Columbus campus (phone: 293-8333)** for evaluation.
  - University Health Services will provide follow-up care to employees.
- The medical facility will be informed of all known information about the exposure incident, including but not limited to:
  - The type and site of the exposure route and all known information relating to the incident
  - HBV and HIV antibody status of the source person, if known
  - Hepatitis B vaccination status of the person experiencing the exposure
- With signed authorization (consent) by the person exposed, a baseline will be obtained on their blood for HBV and HIV current status, with emphasis on the maintenance of all confidentiality issues.
- Faculty, staff, and students have 90 days following the baseline blood collections to decide if they wish to have HIV serological testing done. Therefore, the employer must make provisions with the medical provider to hold a sample of blood from the occupationally exposed person for a minimum of 90 days.
- An employee accident report should be completed and submitted to University Health Service as quickly as possible. This allows University Services to provide the appropriate follow up treatment. The person sustaining the exposure will complete the first portion of an "Accident Report" form, paying attention to completing the form in detail, identifying the source individual or other source (if

- feasible), then signing and dating the form. The completed form will then be given to the preceptor.
- The preceptor who has been notified of the exposure will complete the second portion of the Accident Report form, paying attention to identifying the type and route of the exposure; identifying the source of exposure or the unfeasibility of identifying the source; documenting the HBV and/or HIV antibody status of the source individual, if known; documenting the circumstances and cause of the exposure, including conditions and actions related to the incident; identifying engineering and work practice controls utilized or not utilized; identifying personal protective equipment utilized or not utilized; identifying actions by other staff members and/or students that may have contributed to the incident; identifying the immediate action taken (if applicable); describing actions that will be taken to prevent this type of exposure in the future, including retraining if necessary; initiating any disciplinary action if appropriate; and signing and dating the Accident Report form.
  - Accident Report forms can be found at: [https://ehs.osu.edu/sites/default/files/form-accident-report\\_0.pdf](https://ehs.osu.edu/sites/default/files/form-accident-report_0.pdf)
  - The exposed staff member or student is responsible for submitting the Accident Report form to Employee Health Services University Hospital Clinics 2A 456 W. 10th Ave. (293- 8146) within four (4) days of the exposure. Typically, treatment must be initiated prior to the seventh day following exposure in order to be viable.
  - If the source individual can be determined, the HBV and HIV status is unknown, and consent is obtained from either the source individual or legally authorized representative, collection and testing of the source individual's blood to determine presence of HIV or HBV infection will be done. Results of the laboratory test of HBV and HIV status must be kept confidential and shared only on a strict "need to know" basis.
  - Every effort should be made to detain the source individual in the facility on the day of the exposure in order to discuss the exposure incident and obtain consent for blood testing. The source individual should arrange to be tested by the physician of choice. The physician and the physician testing the exposed individual should consult with one another to determine the type and extent of testing. Costs of testing for the source individual will typically be borne by the source individual.
  - If consent is not obtained, this fact must be documented in writing, with the date and time noted and signed by the individual preceptor seeking the consent. An explanation of the unfeasibility or inability to obtain the consent must be documented, as well. When the source individual's consent is not required by law, the source individual's blood, if available, will be tested and the results documented. Results of the source individual's testing will be made available to the exposed staff member or student, and that person will be informed of applicable laws and regulations concerning disclosure and confidentiality of the identity and infectious status of the source individual.

### **Post Exposure Follow-Up Requirements**

Follow-up requirements adhere to the current guidelines as provided by Employee Health Services. The employer will make every effort to assure that all applicable laws and standards of confidentiality will be applied to both the source individual and the occupationally exposed person.

**Costs** of follow-up testing and treatment will be the responsibility of The Ohio State University. Should the staff member contract a disease, costs will be submitted to Worker's Compensation.

For the exposed student, it is the responsibility of the SLHC to document that medical services have been rendered. Due to confidentiality of medical records, the Clinic will not maintain records of any treatment or follow-up care for exposed students. It is the responsibility of the student and the Student Health Center's medical providers to ensure that appropriate procedures are followed and records kept. If the student is



currently enrolled as a student at Ohio State, the Wilce Student Health Center will cover the cost of the initial examination. The student is responsible for all other costs.

**Record Keeping Requirements:**

The Employee Health Service will establish and maintain an accurate record for each staff member who has an occupational exposure incident, in accordance with 29CFR 1910.29.

The accident medical and related records (the medical and worker's compensation portion of the medical file) will be maintained according to the guidelines of the Ohio State University's Employee Health Service.

The Employee Health Service will ensure that the employee's medical records are kept confidential and are not discussed, disclosed, or reported without the employee's express written consent to any person within or outside the workplace except as may be required by this standard (29CFR 1910.1030) or as may be required by law.

# SECTION 9

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## ADDITIONAL POLICIES FOR THE OSU SLHC

### 9.1 Emergency Procedures

Students are responsible for their patients during emergency situations.

#### Medical Emergency

In the case of a **medical emergency**:

- Do not leave the person alone.
- Ask the Clinic Office Manager, clinical preceptor, or another student to call 9-1-1.
- Request a First Aid kit, automatic external defibrillator (AED), and/or assistance with CPR.
  - First aid kits are located in the clinic office (in the cabinet above the graduate administrative assistant's desk), in room 129, and in 147e (audiology area).
  - Automatic defibrillators are located on the first floor of Pressey (cabinet next to the women's restroom near the Department office) and in the basement in a cabinet across from room 99. Obtain the defibrillator and follow the verbal instructions given when the device is opened.
- Provide appropriate first aid care or CPR until professional rescuers arrive.
- **In the case of an emergent situation** (e.g., patient trips in the parking lot, cannot get up from a chair without assistance, seems disoriented but declines assistance) - provide assistance requested by the patient (e.g., help them get up if they have tripped) as deemed safe.
- If the patient is conscious, ask about current or chronic health conditions (i.e. diabetes, seizure disorder, etc.) to help assess the situation and to report to healthcare providers, family, and/or Public Safety, as necessary.
- "Good Samaritan" laws provide protection in this situation, particularly when the patient is able to express their wishes.
- If there is concern about releasing the patient from the clinic (e.g., the person seems disoriented but does not want to call 9-1-1), ask the Clinic Office manager or clinical preceptor to contact OSU Department of Public Safety (614-292-2121).
  - The Department of Public Safety will assess the situation, either by phone or by sending Public Service personnel, and provide a "safety check."
  - The "safety check" will determine the person's ability to leave campus safely and of their own accord.

#### Fire Alarm or Drill

**First Floor, Pressey Hall.** All Students and patients on the first floor of Pressey Hall should proceed to the north lobby and exit the building. Once outside, students should reunite patients with family members as quickly as possible.

**Basement Level, Pressey Hall.** Avoid using the elevator. Students and patients should proceed to the north staircase and access the emergency exit on the north side of the building.

- Non-ambulatory patients on the basement level should be escorted to the east loading dock

stairwell outside the fire doors. The accompanying student or preceptor should inform the emergency personnel (e.g., firefighters and/or police officers) of the patient's location.

### **Fire Extinguisher Locations**

First floor:

- Southeast corner between rooms 110 and 110a
- Hallway between suites 126 and 130
- Northwest wall across from 139 (waiting room)

Lower level:

- North stairwell
- North wall across from room 23
- Southwest corner around the corner from room 1
- South stairwell

**Clearing Rooms.** Preceptors are responsible for verifying that specific rooms have been cleared.

- The preceptor/staff member in Room 145 is responsible for assuring that the parents/accompanying adults in the observation rooms and clinic waiting areas are escorted to the north exit of the building, where they must remain until their family or accompanying adult arrive. This step is vital to the smooth, calm evacuation of the clinic. Any Students and all staff in the clinic office area should assist with this task.
- The preceptor/staff member in Room 147b is responsible for checking and assisting those in the Audiology Suites (147 suite) and also providing a backup for those leaving the parent observation rooms and clinic waiting area.

### **Tornado Warning**

**Proceed to the North Staircase.** Students should quickly accompany patients to the waiting room and, if possible, reunite patients with family or accompanying adult before moving to the lower level of Pressey Hall by way of the north staircase.

Students, patients, and the patient's parents/caregiver should remain in the lower-level hall until the danger period has passed.

### **Discovery of a Fire, Gas Leak, Bomb, Etc.**

**Activate the Fire Alarm and Initiate Evacuation Procedures.**

- The first-floor fire alarms can be found at the southeast corner of the building between Rooms 110 and 110a.
- The basement level fire alarm can be found at the southeast corner of the building in the east hallway.

If time allows the person who discovered the emergency should also call 9-1-1. If unable to call prior to evacuation, proceed out of the building and place the call from a cell phone.

## **9.2 Personal Safety**

**Afterhours in Pressey Hall.** Students using Pressey Hall facilities including the SLHC after 5:00 p.m. are advised to let someone know where they are and what time they will be leaving.

**Building Security.** Relock doors upon entry into a clinical area. Do not let others in the building through locked doors when exiting the building.

### **Leaving Pressey Hall at Night.**

Do not walk alone at night. Call a friend or the campus escort service (2- 2101).

Avoid shortcuts and dimly lit areas. Keep a good grip on your belongings and walk purposefully.

Cars should always be locked with windows closed. Do not leave valuable items in view. If at all possible, park in a well-lit area. Have keys ready to unlock and relock the doors.

**Emergency Help.** If in need of emergency help, use an Emergency Help Phone located around campus, or call 9-1-1 on any other phone (for city-wide emergency services).

## **9.3 Crime Prevention**

Theft is a security problem on campus. Students should follow these guidelines to help prevent and/or respond to theft:

- Never leave personal belongings (books, purses, jackets, electronics) unattended.
- Be alert to unfamiliar persons loitering or wandering in the Speech and Hearing area. Greet them and ask them if you can be of help.
  - If they are patients, direct them to the clinic office.
  - If not, you have indicated that you are aware of their presence. Get in the habit of noticing appearance and dress of unfamiliar persons in the event a report needs to be filed.
- If a theft does occur, report it to a faculty or staff member and call Campus Police (2- 2121) immediately.

## **9.4 Use of Clinic Equipment**

Students wishing to use clinic equipment, tests, and materials outside of Pressey Hall must notify their clinical preceptor first and return them to their proper places after use. Report missing items to a preceptor or the Clinic Office Manager immediately.

## **9.5 Reporting Child or Elder Abuse**

Any professional working with children and/or older adults is required by law to document and report all incidences of suspected child abuse. It is punishable by law not to report a suspected case.

If a student suspects any form of child or elder abuse, they are to notify their preceptor immediately. The preceptor and the student will document the allegation together.

- The preceptor will notify the Clinic Director and Department Chair of the report.
- The report will then be made to Franklin County Board of Children's Service or the Ohio Child Abuse Hotline (if the child resides outside of Franklin County). The call can be placed anonymously

- or identifying information may be given.
- It is not the responsibility of the student or the preceptor to investigate further.

Documentation of evidence and comments should continue on an ongoing basis.

## **9.6 Sexual Harassment Policy**

Students are encouraged to review OSU's Title IX "[Sexual Misconduct Policy](#)" "Grievance Procedures" in the SHS [Graduate Student Handbook](#).

Any complaint alleging a violation of this policy should be brought to the attention of the Clinic Director, Graduate Studies Chair, or Chair of the Department. Please see the reporting structure in the SHS [Graduate Student Handbook](#). Students may also submit an anonymous complaint via the SHS website: <https://sphs.osu.edu/forms-0>

## **9.7 Service Animal Policy**

The only animals permitted in the OSU SLHC facility (halls, offices, and service delivery rooms) are service animals acting in an official capacity.