

Area: Program Services
Subject: Client Records
Policy No.: 140

POLICY

It is the policy of the clinical service programs of the Department of Communication Disorders (Center for Communication Disorders, Access Network, Southern Connecticut Audiology Services) that all clients receiving evaluation and/or treatment services in these programs will have a permanent record on file.

PURPOSE

The purpose of this policy is to ensure that complete and accurate information concerning client service and case management at the clinical service programs of the Department of Communication Disorders is recorded and stored.

PROCEDURES

1. Separate files will be maintained for clients of each of the clinical service programs of the Department of Communication Disorders. Clients receiving services from more than one clinical service program will have an individual file maintained in each program.
2. Records of clients of the Center for Communication Disorders or the Access Network who are scheduled for speech-language diagnostic services will be filed in the speech-language pathology diagnostic file drawer.
3. The records of clients scheduled for services from Southern Connecticut Audiological Services will be filed in the audiology diagnostic drawer.
4. Records of clients who receive only audiology diagnostic services within the current two years will be filed with the Southern Connecticut Audiology Services active files. These records will include: chronological record of activity forms, audiological reports, exchange of information forms, case history forms, and reports from other agencies.
5. Records of clients currently receiving treatment through the Center for Communication Disorders or the Access Network for speech, language or hearing disorders will be filed in the respective program's active files. Records will include the following information: client identification face sheet; chronological record of activity notes; diagnostic and treatment reports; data sheets and test forms; progress notes; hearing screening forms; release of information forms; reports from other agencies; record of client attendance and supervisory observations.
6. Records of clients on the waiting list to receive treatment for speech, language or hearing disorders will be filed in the clinical services waiting files.

7. The department clinical services inactive files will include complete records of all clients not currently receiving evaluation or treatment, and will be maintained for 10 years after the most recent date of activity. After 10 years of inactivity, the records of inactive clients will be destroyed.