

Area: Program Services  
Subject: Continuity of Case Management  
Policy No.: 100

### **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) to provide their clients with consistent and continuous service through the assignment of one ASHA certified clinical instructor (case manager).

### **PURPOSE**

The purpose of this policy is to ensure that the overall plan of care for a client, from initial contact through termination or discontinuation of treatment, is consistent, cohesive, and follows a logical order of progress.

### **PROCEDURES**

1. If any clinical faculty or staff clinical instructor has had direct contact with a client prior to or during the time of intake, that clinical instructor will, whenever possible, consult with the clinical instructor and student clinician assigned to the case for evaluation.
2. If treatment is recommended, the evaluating clinical instructor will, whenever possible, consult with the clinical instructor and student clinician scheduled to manage the client's treatment.
3. The clinical instructor's interaction with the case may include direct service provision, conferences with client and/or family, consultation regarding general programming for the client, and, at the discretion of the clinical instructor, attendance at Planning and Placement team or other planning or consultative meetings regarding the client.
4. The client will be provided with the telephone number for clinical services in the department, as well as email addresses for clinical instructors, where messages may be left for clinical instructors and student clinicians.
5. In the event that cases must be transferred between clinical instructors during the course of service, due to scheduling conflicts or leaves of absence, the following will be considered:
  - a. if a clinical instructor temporarily transfers their case, they will confer with the newly assigned clinical instructor regarding the case, and this contact between the clinical instructors will continue until the case has been reclaimed.
  - b. if a clinical instructor permanently transfers their case, they will provide the newly assigned clinical instructor with any and all information pertinent to that client to maximize efficient case management.