

Area: Program Services  
Subject: Client Intake  
Policy No.: 110

## **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 follow intake procedures prior to delivery of any service at the clinical service programs.

## **PURPOSE**

The purpose of this policy is to ensure that clients who are referred or who contact the clinical service programs of the Department of Communication Disorders are recorded appropriately, and that adequate identification of client needs has taken place in order to direct the client to the appropriate clinical service program and to deliver appropriate service to the client.

## **PROCEDURES**

1. Any client or referring party who contacts the clinical service programs of the Department of Communication Disorders by phone will be advised of the intake procedure.
2. After a client calls to request evaluation service and a telephone intake form has been completed by an intake worker, the scheduler for the respective departmental clinical service program will call the client and schedule an appointment for evaluation as soon as is feasible. They will then indicate in the client's chart the following:
  - a. Date appointment was scheduled.
  - b. Day, date and time of appointment.
  - c. Intake worker's initials.
3. A letter must then be sent to the client indicating the appointment date and time.
  - a. For clients who have never been seen at a clinical service program of the Department of Communication Disorders, an application packet for the appropriate clinical program will be mailed.
  - b. For clients who previously have been seen at a clinical service program of the Department of Communication Disorders, their file will be pulled and a confirmation letter will be mailed to them. A copy of the letter will be placed in

## Policy # 110 Client Intake

the Outgoing Correspondence section of the file. The chron sheet will be marked "appointment letter mailed today" with the month, day, and year noted with the student worker's initials.

- c. Clients or referring parties who contact clinical service programs of the Department of Communication Disorders requesting speech-language therapy who have not been seen for comprehensive evaluation in one of the department's clinical programs will be informed that they must first be seen for a comprehensive evaluation in the appropriate program prior to determining if they will be added to the pool of people to be scheduled for therapy. If interested in an evaluation, they will be scheduled as described in number 2 above.