

Area: Program Services
Subject: Waiting List
Policy No.: 175

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 timely services to clients.

PURPOSE

The purpose of this policy is to provide clients with the resources to meet their needs, and to provide an adequate pool of referral sources in the event that services at the the clinical service programs of the Department of Communication Disorders are not available.

PROCEDURES

1. Following a telephone intake procedure, when it is not immediately possible to schedule an appropriate appointment, persons requesting services at a clinical service program of the Department of Communication Disorders are placed on a waiting list by type of service requested.
2. During the telephone contact, potential clients are informed that this is a training program and that availability of services at the clinical service programs of the Department of Communication Disorders may be limited. Included in the mailed intake packet is a list of area providers of speech, language, and audiology services, as appropriate
3. Clients are called from the list as openings become available for the appropriate service.
4. Persons who are not able to be served in a timely manner are sent notification. The notification includes:
 - a. information about other agencies where they can obtain appropriate services; and
 - b. a short questionnaire to be returned to the SCSU clinical service program asking if they wish to remain on the waiting list.