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LOYOLA CLINICAL CENTERS DESCRIPTION OF SERVICES

The Loyola Clinical Centers (LCC) provides a broad range of audiology, literacy, psychology, and speech and language services to our clients. Our goal is to provide comprehensive and quality services to all our clients. We serve clients ranging in age from infants to late adulthood and provide a variety of treatments to individuals, couples, families, and groups. Below are services commonly provided within the LCC:

Audiology

Services include hearing screening, hearing evaluation, middle ear assessment, and central auditory processing evaluation. We also dispense hearing aids at a reasonable cost.

Literacy

Services are conducted within K-12 schools and

Speech-Language

Speech-language pathology provides individualized assessments and treatment for children and adults with a range of communication difficulties, including speech and language delays/disorders, language-learning disabilities, and communication difficulties following brain injury or brain disorders.

Your clinician is available to discuss in more detail the range of treatment and services options that are available to you, provide additional information about any given service, and answer any questions that you have. For example, your clinician can provide details about:

Website & Social Media Information

[Loyola Clinical Centers](https://www.loyola.edu/departments/clinical-centers)
(<https://www.loyola.edu/departments/clinical-centers>
<https://www.facebook.com/LoyolaClinicalCenters/>)

CLIENT CONSENT AGREEMENT

WELCOME!

We wish you a warm welcome to The Loyola Clinical Centers (herein, the LCC)! **The interprofessional environment of the LCC provides a broad range of audiology, education, psychology, and speech and language services to our clients.** This document contains important information about our professional services and business policies.

GRADUATE TRAINING FACILITY

The LCC is a training facility for the graduate clinical programs of Loyola University Maryland. Your clinician is a graduate student and is regularly supervised by licensed and certified faculty within their respective fields. If you have any questions regarding treatment, please feel free to direct them to your clinician's faculty supervisor. Your clinician will provide you with the name of their primary supervisor at the beginning of your care.

Because we are a training facility, we depend on various supervisory tools: video recording, observation, and immediate communication by use of iPad or text messaging. **All sessions may be recorded and/or observed.**

supervisors or other student clinicians may observe a session either through a one-way window or via remote camera. All faculty, staff and student clinicians are bound by privacy and confidentiality policies.

RESEARCH

The LCC is also a research facility for the faculty and students of Loyola University Maryland. We conduct research to contribute to the scientific literature on assessment and treatment in education and health care.

All research conducted at the LCC must first be approved by Loyola University's research review committee to ensure that it adheres to the highest principles of ethical research. Additional consent is required to participate in most of these studies and you will be fully informed of your involvement and the expectations. All research projects protect your anonymity by coding or otherwise deleting any information that would identify you specifically. Moreover, the way that results of research are reported in scientific literature protects your anonymity by reporting data for a group rather than any one individual.

There are some research projects that do not involve your

Additionally, we monitor your satisfaction and progress while a client in the LCC. You may be asked to complete surveys on a regular basis. These are brief questionnaires that take a few minutes to complete. Information from the surveys will be used to ensure the quality of treatment and may be used to report to funding agencies on the quality and progress of our overall treatment. Your name or any other identifying information is never included in these reports.

CONTACTING THE LCC & THE CLINICIAN

The telephone number for the LCC is in the front of this document and you will be given your clinician's phone number at the start of your services. Graduate student clinicians and faculty are often not immediately available by telephone. The LCC is open Monday-Friday with a customer service representative answering the phone during regular clinic hours. If, for some reason your call is answered by voicemail, please leave your full name, a phone number where you may be reached, the name of your clinician, and the reason for your call; someone will return your call as soon as possible during regular clinic hours. You may also leave a message in your clinician's voice mailbox, understanding that messages may only be retrieved one time per day. If you choose to communicate with your clinician primarily through email, please complete the Electronic Communication Consent Form at the start of services.

The LCC is not an urgent or emergency care facility. Clinicians and faculty are not available after clinic hours. If you are experiencing a crisis or a medical emergency, please call 911 or go to the nearest emergency room of your local hospital.

CLINIC CLOSING

In the event of severe or inclement weather, the LCC follows the delays and closings issued by Loyola University. Delays and closings are usually announced on television and radio stations as well as on the university's website (<http://www.loyola.edu>). In the event of a delay or closing, a message indicating our status will be left on our answering machine, which you can access by calling 410-617-1200.

CLIENT CONDUCT

The LCC is a professional environment, and we therefore have some expectations for our clients' conduct while at the LCC. Failure to adhere to these expectations may be grounds for immediate dismissal from the LCC.

Dress Policy: We request that our clients dress appropriately and respectfully. Shirts and shoes must be worn by all clients and their family members/significant others while in the LCC.

Weapons and Violence: Violence will not be tolerated at the LCC. If a client exhibits violent behaviors (e.g., throwing things, breaking things, slamming things, intimidating) or indicates the potential for imminent violence, they will be directed to leave the LCC.

The LCC maintains a no-weapons policy. Clients who bring a weapon will be directed to immediately leave the LCC. Clinicians and staff of the LCC reserve the right to notify Loyola University Maryland security and/or Belvedere Square security, or the police should they feel that a client poses an immediate threat to themselves or others.

complete your session. If you arrive more than ten minutes late, your clinician reserves the right to cancel or shorten your appointment (as needed) to meet other client commitments. The LCC is not responsible for transportation during or after business hours, nor are clients able to remain at the LCC after hours in the event that transportation is not available. Clients are encouraged to arrange their own transportation in advance to ensure timely and safe travel home.

Your clinician may occasionally have to reschedule your appointment because of classes, illness or other academic requirements, but will inform you in advance and provide an opportunity to reschedule.

If you break your appointment (i.e., cancel your appointment with less than 24 hours' notice or do not show up for your scheduled appointment) more than 3 times in a 2-month period or do not adhere to the prescribed

timely manner. We make every effort to price our services to make them accessible to anyone who has such needs. Our fee schedules are available upon request for all services.

Collection of Payment:

Every attempt will be made to collect payment as services are rendered. In the event that there has been no attempt by the client to render payment for services after three (3) consecutive sessions and/or an account reaches a balance due of \$201.00 or greater, your treatment may be suspended. This suspension will continue until an arrangement is agreed upon with the

PROFESSIONAL RECORDS

We keep protected health information (PHI) about you in an electronic medical record. It includes information about reasons for seeking therapy, a description of the ways in which the problem impacts life, diagnosis, the goals that are set for treatment, progress towards those goals, medical and social history, treatment history, any past treatment records that we receive from other providers, reports of any professional consultations, billing records, signed authorizations, and any reports that have been sent to anyone, including reports to an insurance carrier. Subject to certain exceptions, you may examine and /or receive a copy of your

administrative staff. In most cases, we need to share protected health information with these individuals for both clinical and administrative purposes, such as scheduling, billing, and quality assurance. All LCC staff and professionals are bound by the same rules of confidentiality. All staff have been given training about protecting your privacy and have agreed not to release any information outside of the LCC without specific authorization.

- Disclosures required by health insurers to process claims or to collection agencies to collect overdue fees as discussed in the section above on Collection of Late Fees.
- If a government agency is requesting the information for health oversight activities, we may be required to provide it

subjected to self-neglect, or exploitation, the law may require that we file a report with the appropriate government agency, usually the local office of the Department of Social Services or the appropriate law enforcement agency. Once such a report is filed, we O

be responsible for any costs related to such diagnosis or treatment.

Even when a parent or guardian consents to treatment on behalf of a minor, we encourage minors to assent to their own assessment and/or treatment as doing so provides acknowledgement of their willingness to participate. In addition, their assent indicates an awareness of the terms of assessment and/or treatment and the limits of confidentiality. In general, parents or legal guardians may examine their minor child's treatment records. However, if a client is 16 years of age or older and is seeking mental health treatment, the client's clinician retains discretion

We may use certain information to contact you in the future to raise money for Loyola University of Maryland. The money raised will be used to expand and improve the services and programs we provide the community. You have a right to opt-out of receiving such communications.

You may revoke all such authorizations at any time by providing written notice to LCC. We will discontinue use or disclosure of your PHI as soon as we receive your revocation, but your revocation will not impact uses or disclosure made while your authorization was still in effect.

IV. Client's Rights and Clinician's Duties

When it comes to your PHI, you have certain rights. This section explains your rights and some of our responsibilities with respect to those rights:

Right to Request Restrictions – You have the right to request restrictions on certain uses and disclosures of your PHI. In general, we are not required to agree to a restriction you request. However, we are required to agree to your request to restrict disclosures of PHI to a health plan if the disclosure is for the purposes of carrying out payment or healthcare operations and the PHI pertains solely to a health care item or service for which you have paid in full.

Right to Receive Confidential Communications by Alternative Means and at Alternative Locations – You have the right to request and receive confidential communications of PHI by alternative means and at alternative locations. For example, you may not want a family member to know that you are being seen at the Loyola Clinical Centers. On your request, we will send your bills to another address.

Right to Inspect and Copy Your PHI – You have the right to inspect or obtain a copy (or both) of PHI in your medical

to you or with your written Authorization. Contact the LCC Privacy Officer for details of the accounting request process.

Right to a Paper Copy – You have the right to obtain a paper copy of this notice from us upon request.

If you want to exercise any of the rights described above, please contact Kara Vincent, M.S., CCC/SLP, Privacy Officer, at 410-617-1200 or kfvincent@loyola.edu.

Clinician's Duties:

We reserve the right to change the terms of this notice and to make the new notice provisions effective for all PHI that we maintain. We will post notice of a revision in our waiting room and provide you with a copy, if requested.

**YOUR SIGNATURE ON THE SEPARATE
AND SERVICES
FORM INDICATES THAT YOU HAVE READ THIS
AGREEMENT AND AGREE TO ITS TERMS.**

**Thank you for selecting The Loyola Clinical Centers
to assist you with your needs.**

ame:

Client Consent Agreement for The Loyola Clinical Centers.

The Loyola Clinical Centers is an operating division of Loyola University Maryland. The LCC operates under its own administrative structures and is accountable to the Board of Trustees of Loyola University Maryland.

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