**Special Instructions for Spring and Summer 2021**

Because of the state of the COVID-19 pandemic in Arizona, we are unable to allow undergraduate students to come to the clinic in person. Instead, we have arranged for virtual observation. Here are the details:

- All observations will be done in Room 409.
- HIPPA training is required prior to observation. See below for instructions.
- Sign up for observations here: [https://outlook.office365.com/owa/calendar/SLHSAudiologyClinic@emailarizona.onmicrosoft.com/bookings/](https://outlook.office365.com/owa/calendar/SLHSAudiologyClinic@emailarizona.onmicrosoft.com/bookings/)
  
  **BY SIGNING UP YOU ARE ATTESTING THAT YOU HAVE COMPLETED YOUR HIPAA TRAINING.**

- All observations will be from 8:00 to 12:00. We encourage you to stay the whole time as multiple clinics will be observed. This will provide an outstanding opportunity to observe the whole range of adult audiology services. However, if you need to leave before 12:00, that is fine.
- Ali Pourjavid will curate the observations. He will be able to display cameras from the various clinical rooms and to remote into and display the various equipment computers. Mr. Pourjavid is an AuD/PhD student with experience in teaching. If you need to get in touch with him, do so at [apourjavid@email.arizona.edu](mailto:apourjavid@email.arizona.edu)
- As you will not be in clinic, normal clinic attire is not required.
- Please wear a mask and be sure to sit more than six feet away from the other students in attendance.
- Please recognize that during these observations, Room 409 is a private space, protected by HIPAA privacy requirements. No photographs, and please refrain from using cell phones, laptops, or other electronic equipment. Instead, bring paper and pen to take notes. Do not include patient identifying information in your notes and remember and apply what you have learned in your HIPAA training class.

**Audiology Clinic Observation Instructions**

The audiology clinical faculty is enthusiastic about having qualified students, particularly those interested in audiology, observe in the clinics. We have developed a system designed both make it easier to sign up and to ensure that observing students get exposure to the broad range of services provided by audiologists. This system is predicated on four ideas:

1. You must sign up. You can only begin observing if you are present at the beginning of the clinic session (either morning session or afternoon session). You cannot begin observing a session that is already in process. Once you have started observing, you can stay as long as you like.

2. You will be given the opportunity to observe all activities scheduled during that clinic session, no matter what the activities are. Typically, about 20% of what an audiologist does is audiometry - finding out THAT someone has a hearing loss. The rest of our time is DOING something about it. This may be related to hearing aids, cochlear implants, aural rehabilitation, assistive devices, tinnitus management, or counseling.
3. All sign-up will be done online at the following link: https://outlook.office365.com/owa/calendar/SLHSAudiologyClinic@emailarizona.onmicrosoft.com/bookings/ This limits the need to involve the busy clinic staff in the process, which will make their lives easier.

Additionally, we will be providing opportunities for you to observe off-line by recorded video. We'll have more information about this later.

Step-By-Step Instructions

A. Complete your HIPAA training. Instructions for doing so can be found here:
   http://slhsfac.arizona.edu/sites/default/files/HIPAA%20and%20CITI_0.pdf

B. Sign up at the following link:
   https://outlook.office365.com/owa/calendar/SLHSAudiologyClinic@emailarizona.onmicrosoft.com/bookings/
   **BY SIGNING UP YOU ARE ATTESTING THAT YOU HAVE COMPLETED YOUR HIPAA TRAINING.**

C. Plan to follow the audiology dress and demeanor policy included below when observing. If you do not, you will not be allowed to observe.

D. Come to the clinic reception and waiting area at least 15 minutes prior to your appointed observation time.
   a. Sign in on the clipboard on the reception desk.
   b. Take and put on an “Audiology Observer” badge so that the clinicians can identify you. They should do so before they take the patient back. If it has been more than 10 minutes past the appointment time, please check with the receptionists to see if there is a problem, letting them know which clinician you are there to observe.
   c. Wait to be greeted by the clinical instructor or their graduate student. They will then introduce you to the first patient and ask for their permission for you to observe. (This is virtually always a formality as patients expect to work with students. However, we do not have observation rooms. You will be in the room with them, so this courtesy is important and they need to know who you are.)
   d. Let the clinical instructor know how long you plan on staying that morning or afternoon.

E. In order to ensure that there are ample opportunities for those interested, please do not sign up for more than one session every two weeks.

What You Should Expect

Patients in the audiology clinic are scheduled for a wide variety of appointments of varying lengths. Some things are pretty quick, 15 or 30 minutes; others much longer, up to two hours. Any given clinic, depending on what patients need to be seen and for what, includes a different mix of appointment durations. We might see many patients for short-duration procedures, or only a couple for things that take a long time. The most common appointments relate to hearing aid selection, fitting and follow up, counseling regarding communication strategies, cochlear implants and assistive devices. Of course, we do hearing evaluations as well, but when those are done, more time is spent during those appointments discussing the results and/or managing their hearing aids based on the results than the actual testing.
Plan to be observing side by side with the graduate student and clinician. There likely will not be time for questions while the patients are there, but may be time between patients. In this regard, the longer you can plan to stay, the better. Obviously the other advantage to staying longer is the greater breadth of experience.

The University of Arizona
Speech-Language and Hearing Clinic Policy

DRESS AND DEMEANOR EXPECTATIONS FOR CLINICAL PRACTICUM

Purpose

The purpose of this policy is to define the expectations of the University of Arizona Speech-Language and Hearing Clinics regarding personal appearance and attire of clinicians and staff while in clinical settings.

Policy

We expect students, staff, and faculty to dress in an appropriate professional manner when working in the clinics. Although attire may vary for some clinical activities, the guidelines below reflect typical expectations. When in doubt, consult with your clinical instructors or use them as role models with regard to dressing appropriately. If a student is dressed inappropriately for clinical practicum, they may be asked to leave and return once they are appropriately dressed.

For all students and staff

- **Attire** must be neat, clean and wrinkle-free.
- **Dress pants, chinos/khakis, and slacks** are appropriate and should be full length, extending below the midpoint of the calf. **Shorts** are not appropriate in the clinical environment. Similarly, casual denim wear, cargo pants, and sports garb (sweatsuits, yoga pants, etc) are too casual for our typical clinical context.
- **Shoes** should look professional and be appropriate for the health setting. Closed toed shoes are encouraged for the safety of the patient and the clinician. Shoes that are not appropriate include: excessively high platform shoes, Crocs, hiking boots, sneakers, flip flops, or athletic footwear.
- **Hair color** should be professionally appropriate; style neat, and in clean condition.
- **Torso or arm tattoos and body art** must be concealed.
• **Finger nails** should be trimmed to a reasonable length that will not pose any risk to the patient (including cleanliness).
• **Tongue piercing adornments** must be removed prior to interaction with clients.
• **Body hygiene** should be maintained so as to be inoffensive (e.g., no perfume, cologne, cigarette, or body odor).

For women
• **Skirts and dresses** are to be a sensible length (no more than 3 inches above the knee), allowing you to perform duties in a modest manner. Miniskirts are not acceptable.
• **Blouses and tops** should be modest and of a professional fit and length. Tops should adequately cover the neckline so that cleavage is not exposed, and are long enough to cover the midriff. In other words, low cut tops, revealing undergarments or bare torso, are not appropriate.

For men
• **Shirts** with a collar and long pants are required.
• If **facial hair** is preferred, it should be well trimmed and clean.

Some off-site clinical placements have stricter dress codes than those above. Students are responsible for learning and following the dress code for off-site locations.

Consult your clinical instructor if you have any questions.

**Demeanor Policy**
Establishing good rapport with our patients is essential to optimize their treatment. It is extremely important that the clinician creates an environment of respect, trust and safety for the patient. The following are suggestions that clinicians should adhere to:

• Address patients with appropriate titles (Mr., Mrs., Ms., Miss, Dr.), unless the patient has specifically requested otherwise.
• Introduce yourself as a graduate student and greet the patient at the beginning of each appointment/or in the waiting room.
• Do not accept gifts valued at greater than $10.00 from patients. Politely decline and recommend that they donate to a scholarship if they would like to provide a financial gift.
• Be polite and respectful.