



Saint Xavier
UNIVERSITY

LUDDEN SPEECH AND LANGUAGE CLINIC

CLIENT HANDBOOK

Ludden Speech and Language Clinic

**Pacelli Hall | 3700 W 103rd Street, Chicago, IL 60655
www.sxu.edu, Keyword: Ludden | luddenclinic@sxu.edu
Phone: (773) 298-3571 | Fax: (773) 298-3007**

TABLE OF CONTENTS

WELCOME	2
Our Mission	2
Diversity Statement	2
Office Hours	2
Section 1 – Services	3
Scheduling	3
Evaluations	3
Therapy Services	3
Homework.....	4
Clinician Communication	4
Observations	4
Documentation.....	5
Termination & Dismissal	5
Comments, Questions, Complaints	6
Section 2 – Policies	7
Independent Judgement	7
Attendance/Cancellation	7
Code of Conduct.....	7
Client and Student Clinician Communication	8
Discipline Policy	8
Allergies/Illness/Infection Control	8
Parking	9
Waiting Room Policies.....	9
Section 3 – Clinic Processes & Forms	10
Confidentiality Agreement	10
Consent for Treatment.....	10
Donations	10
Electronics & Toys Policy.....	10
Insurance	10
Initial Intake Form	10
Photo, Video & Audio Release.....	10
Release of Information.....	11

WELCOME

Thank you for choosing Ludden Speech and Language Clinic (Ludden Clinic). Since 1959 we have been providing individualized speech-language services for children and adults with communication disorders. Since its inception, thousands of clients of all ages and disorders have benefited from services provided by the Ludden Speech and Language Clinic. We are honored to serve you.

Our team is dedicated to providing services that increase communication and decrease frustration in a safe, inclusive and enriching environment that encourages creativity, expression, and learning for the whole family.

OUR MISSION

Grounded in Catholic identity, mission and heritage, the Saint Xavier University Ludden Clinic is committed to providing an inclusive setting to serve a diverse client community.

DIVERSITY STATEMENT

The clinic is dedicated to providing outstanding and compassionate care to those who seek our services regardless of race, color, ethnicity, creed, religion, gender, gender identity, abilities, age, sexual orientation, nationality, immigration status, financial status, or any other protected class.

OFFICE HOURS

Regular office hours when clinic is in session are:

8:30 am - 8:00 pm Monday – Thursday

8:30 am – 1:30 pm Friday

8:30 am - 12:30 pm Saturday (September – June)

Therapy available by appointment only.

SECTION 1 – SERVICES

SCHEDULING

Clients will be required to sign up for recurring/standing appointments weekly/monthly for each semester (Spring, Summer and Fall). A “clinical hour” is fifty (50) minutes in length and a “clinical half-hour” is twenty-five (25) minutes in length.

- Fall – September to December (12 weeks)
- Spring – January to May (12 weeks)
- Summer – June/July (6 weeks)

EVALUATIONS

Clients must have had a diagnostic evaluation (within the past 12 months) prior to receiving services and a re-evaluation on a yearly basis according to the recommendations of the clinical supervisor. Diagnostic evaluations are offered at Ludden Clinic during certain times of the year. Evaluations are scheduled upon the recommendation of the supervising clinicians and/or the Director of Clinical Education. They are generally offered when clinic is not in session. The days/times for diagnostic evaluations vary based on client availability but generally take place during normal clinic hours. Diagnostic evaluations are typically two hours in length.

THERAPY SERVICES

Therapy may be helpful in remediating a speech or language delay/disorder, but enrollment in a therapy program does not imply or guarantee that the client will acquire normal speech or language. All services are performed by graduate and undergraduate students in training under the direct supervision of faculty certified by ASHA and licensed by the State of Illinois.

Clinicians will hold a meeting with clients or guardians at the conclusion of the semester to discuss the current progress and the individualized plan of intervention.

Individual sessions

Clients are scheduled for therapy at Ludden Clinic on Monday through Thursday and on Saturday mornings. Clients may be scheduled for one or two sessions per week. Therapy sessions begin the third week of the fall and spring semesters. The summer session is approximately 5-6 weeks.

Group Services

Groups Services are designed to generalize speech and language needs. Groups are normally 2 or 3 persons. Speech-language clinicians will make recommendation as to type and frequency of clinical sessions.

Teletherapy

The Illinois Telehealth Act permits clinicians who are licensed in the State of Illinois to provide therapy to clients located in the State of Illinois. All Ludden Clinic clinicians are licensed to provide teletherapy to clients who are physically located while in therapy in the State of Illinois only. It is the responsibility of the client to disclose their location if it will be outside Illinois during a telehealth session.

Remote therapy through a HIPAA compliant ZOOM account is offered for individual and group sessions at Ludden Clinic. Clients receive unique meeting links from the clinician prior to each session. Teletherapy involves the application of telecommunication technology to deliver speech-language services to clients remotely.

There are certain unavoidable risks associated with engaging in teletherapy, including, but not limited to: the transmission of your information could be disrupted or distorted by technical failures; the transmission of your information could be interrupted by unauthorized persons; and/or the electronic storage of your medical information could be accessed by unauthorized persons.

Clients are responsible for: (1) Providing the necessary computer, telecommunications equipment and internet access for teletherapy sessions, (2) Ensuring information security on personal devices, and (3) Arranging a location with sufficient lighting and privacy that is free from distractions or intrusions for your/your child's teletherapy session. If a client does not have access to an electronic device to participate in therapy, they may be eligible to receive a loaner device from the clinic if available on a limited basis. For home-based therapy sessions, a parent or designated adult (e.g., babysitter, nanny, grandparent) must be in the home for the duration of the session.

While we will attempt to honor requests for telehealth services, we reserve the right to discontinue telehealth sessions and request the client attend in-person if the treating therapist determines that teletherapy services are not effective in accordance with "best practice" standards to optimize service delivery.

Specialty Clinics & Support Groups

Clients may be assigned or referred to a specific clinic or support group within Ludden Clinic based on information provided on the client intake form, information from previous reports and evaluations, and/or the primary diagnosis assigned from the diagnostic evaluations at Ludden Clinic. There are a limited number of available spots in these groups. Once a specialty clinic is filled, new applicants will be placed on a waiting list until further openings become available.

HOMEWORK

Homework or home practice is sometimes a component of speech services. Our goal is to help not only the client but also the client's family make a meaningful difference outside of the clinic rooms. At times, the clinicians will share homework ideas, strategies, and activities during the session. Our goal is to make homework functional and easy to target throughout your daily life. We encourage clients and guardians to ask questions and request additional support when needed.

CLINICIAN COMMUNICATION

Before each diagnostic evaluation and before the first therapy session of the semester, the client (or guardian) will receive a phone call from the assigned clinician. This contact is to introduce the clinician to the client, confirm contact information and the evaluation/therapy date and time. If you wish to communicate with your clinician outside of the assigned therapy time, you can send an email to luddenclinic@sxu.edu or call 773-298-3571 during regular office hours and we can schedule a time to speak with you.

OBSERVATIONS

The clinic functions as a training center for student clinicians. Clients may be observed by other students in training, department faculty, and/or by any person connected to Ludden Clinic's clinical operations.

Continuity of interventions and reinforcement of communication strategies at home is a component in the progress of developing communication skills. Parents and care givers are encouraged to observe the majority of the sessions and to interact with the supervisor and students assisting the clinical process.

If a client is under the age of 16, a parent or guardian must not leave the campus during the time the child is in session. Parents/guardians are welcome to enjoy the outdoor space on campus as long as they are readily available by cell phone on file to return to the clinic if needed. Due to the limited space in Ludden Clinic, it is preferable that as few people as possible accompany the client to sessions. Family members (children) may be present with direct adult supervision at all times as long as they are quiet as not disrupt any therapy sessions.

DOCUMENTATION

Documentation created or maintained by the clinic will be recorded in a HIPAA secure electronic medical records system. This includes clinical logs, clinical summary reports, and diagnostic evaluation reports as well as any information provided by the client, parent, or legal guardian. Group services that do not require medical documentation will have informal documentation as warranted. All students and faculty providing services at the clinic have access to all information concerning the client.

Clients are asked to provide all previous speech and language evaluations completed within the last year at other facilities (e.g. school IEP's, private clinical evaluations, early intervention evaluations, hospital evaluations) with the application.

The clinic retains client files for coordination of care and for accountability to external regulatory bodies. Inactive adult client paper files are retained for ten (10) years according to regulations. Inactive minor client files are retained for one (1) year past the child's 21st birthday. Medical records can be requested on paper or electronically.

Clients have the right to review their own medical records upon request. Clinic staff would need to confirm your identity, before providing you with this access. If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions SXU clinicians have documented.

Clients may write a letter to indicate any disagreements and this letter would become a part of the client's chart.

TERMINATION & DISMISSAL

Dismissal/Termination of Speech Services either permanently or for some specified time period, are set forth in accordance with the American Speech-Language Hearing Association Code of Ethics. The factors for dismissal/termination at Ludden Clinic include:

1. Individuals shall evaluate the effectiveness of services rendered and of products dispensed and shall provide services or dispense products only when benefit can reasonably be expected.
2. Individuals shall not guarantee the results of any treatment or procedure, directly or by implication; however, they may make a reasonable statement of prognosis.

Further, Ludden Clinic has the right to terminate services at any time. Termination and /or Dismissal may occur due to:

- A. The communication disorder has been remediated or compensatory strategies have been successfully established.
- B. The individual or family chooses not to participate in treatment, relocates, or seeks another provider.
- C. Treatment no longer results in response to intervention after multiple modifications have been attempted.
- D. Individuals have not adhered to the discipline policy.
- E. Clients missed more than two (2) sessions per semester and/or have more than one (1) No Show appointment per semester.
- F. Multiple policies and/or procedures have been violated and terms of agreement between Ludden Clinic and clients have not been successful.
- G. Noncompliance with treatment recommendations.

It is strongly encouraged to speak with your clinician to express your concerns with treatment so that they may resolve any possible conflicts. In accordance with the ASHA Code of Ethics, if therapy is no longer efficacious, treatment will be terminated. Ludden Clinic will honor requests to transition services and/or make referrals or recommendations for future clinicians.

COMMENTS, QUESTIONS, COMPLAINTS

All feedback is encouraged! Ludden Clinic strives to be the best in speech and language therapy. Positive comments are always welcome and information about things we can do better is very valuable. If there is something you are not happy with, please bring it to our attention. There will be no retaliation for complaints.

All services are provided by Undergraduate and Graduate student who are supervised by licensed Speech Language Pathologist. Concerns should be directed toward the supervising clinician.

All other comments, suggestions or complaints can be sent to the Clinic Operations Director at krohan@sxu.edu or 773-298-3749.

SECTION 2 – POLICIES

INDEPENDENT JUDGEMENT

Ludden Clinic strives for excellence in service delivery given the field of speech-language pathology involves highly specialized knowledge and training to best prepare future clinicians for the profession. While we actively invite client and client families to participate in shared decision making, we reserve the right to retain full and free discretion to exercise professional autonomy in our clinical services. Therefore, clients and caregivers/families of clients both acknowledge and agree that the licensed speech-language pathologist and other clinical providers (i.e. student clinicians, Director of Clinical Education, etc.) shall be solely responsible to provide treatment and/or services to the clients and to make all decisions related to therapy services and shall exercise their independent clinical judgement as to all such matters.

ATTENDANCE/CANCELLATION

Regular attendance of scheduled therapy sessions is crucial to progress. It is also essential for our students to serve clients on schedule because without the required number of therapy hours their progression in the program is delayed.

To best serve our active clients, clients on the waiting list and our students, we require everyone to follow our attendance policy. Ludden Clinic understands that unexpected circumstances can never fully be avoided and our team members are more than willing to work with each of you on a case by case basis to resolve any unexpected scheduling issues that may arise from time to time.

Please make sure you notify the clinic when you are unable to keep a scheduled appointment. If you have any questions please do not hesitate to call the clinic at 773-298- 3571.

- Cancellations must be made by calling the front desk or emailing luddenclinic@sxu.edu at least 24 hours in advance whenever possible.
- We understand that people get sick and emergencies happen. If you or your child is sick, please remain home.
- A 24-hour voicemail is available for you to leave a message anytime. If you do not notify the clinic of an absence, it is considered a No Show. Clients can be dismissed from services if there is more than one (1) No Show in a semester.
- In the rare event that a client has more than two cancelled appointments in one semester, the clinic reserves the right to discontinue services for the semester.
- At Ludden Clinic, if the client cancels the session, no make-up session is offered. If the clinician cancels the session, a make-up session will be offered, most often at the end of the semester.
- We strive to provide 50 minutes of productive treatment each session. If clients arrive more than 15 minutes late, Ludden Clinic reserves the right to cancel the appointment.
- If you know that you will be late, please contact Ludden Clinic to make the clinician aware. We reserve the right to remove you from the schedule if you are greater than 15 minutes late for more than two (2) sessions in a semester.

CODE OF CONDUCT

Ludden Clinic is committed to providing a safe and welcoming environment for all of our clients, students, volunteers, and employees. To ensure safety and comfort for all, we expect individuals to act in a mature and responsible way that respects the rights and dignity of others. This applies to all staff, students, parents, clients, family members, and guests. Our code of conduct does not permit language or action that can hurt or frighten another person.

CLIENT AND STUDENT CLINICIAN COMMUNICATION

- Student clinicians should be contacted through Ludden Clinic and are not allowed to share their personal phone number with clients.
- Student clinicians may not provide private services (i.e. childcare, lawn care, etc.) to clients or families of clients while enrolled in the program.
- Students are prohibited from communicating via social networking sites with clients or client's families.
- Student clinicians and clinical supervisors are expected to uphold the ASHA Code of Ethics in all interactions.

DISCIPLINE POLICY

Positive attitude and cooperation of all clients is a vital component of speech language services; therefore, violent behavior that could result in injury or that makes another person feel unsafe will not be tolerated. Ludden Clinic reserves the right to determine who is or is not suitable for speech services and will take all measures to provide a safe and constructive learning environment for all. We aim to provide a positive learning environment for all clients and we welcome discussions with clients and guardians anytime.

We support a three strikes behavior policy; however, we reserve a zero-tolerance policy regarding violence. In the case of violent behavior by a client, services will be immediately terminated.

- First strike is a verbal warning.
- Second strike is a written warning signed by the parent or caregiver and clinical director.
- Third strike will be a consultation with the clinical director and a possible suspension or termination of services.

ALLERGIES/ILLNESS/INFECTION CONTROL

It is the policy of Ludden Clinic that in the event the client becomes ill, Ludden Clinic will utilize the following guidelines for return to therapy as listed below:

Cancel appointment if one or more of these conditions are present:

- Temperature of 100 degrees or above
- Vomiting, nausea or severe abdominal pain
- Head Lice
- Other symptoms suggestive of acute illness

Return to Therapy Guidelines:

- Fever free for full 24 hours without the use of medication
- Symptom free of vomiting, nausea or severe abdominal pain
- All health conditions listed above have been treated and resolved

Personal Protective Equipment:

- During times of infectious disease outbreaks, the clinic will follow the guidelines outlined by the Chicago Department of Public Health (CDPH) and the Centers for Disease Control (CDC). This may include the requirement that clients and visitors wear masks, face shields, and/or provide proof of vaccinations or negative COVID- 19 tests.

COVID-19 Protocol:

- Clients and families must be properly masked at all times unless medically unable to tolerate a mask according to CDPH guidelines.
- Clients and families must follow CDC recommendations for quarantine and isolation following exposure or symptoms.

-
- ANY individual (vaccinated or unvaccinated) experiencing symptoms including sore throat, congestion, muscle pain, vomiting, chills, cough, sneezing, fever, headache, fatigue, nausea, diarrhea, or loss of taste or smell are not to come to Ludden Clinic.

Allergies:

- Please notify the clinic if the client has allergies.
- We are NOT a peanut free facility.
- We notify the clinician if there is a latex allergy as we have non-latex gloves available.

PARKING

Parking can be a challenge on any college campus. Ludden Clinic has made special arrangements to assist in securing a parking spot as close to the clinic entrance as possible. There is a handout of designated parking and signage to assist you in finding these areas available at the front desk. If you are experiencing difficulty parking, please feel free to call so we may assist you accordingly.

- Please register your car at the clinic at the beginning of the semester to obtain your parking permit. You will need the make, model and license plate number to complete the registration process.
- Display your permit on the rearview mirror of your car.
- You may park in any open parking space on campus or in any of the designated spaces:
 - Spaces with University Clinic Clients Only signs
 - East of Pacelli Hall
 - North Urso Center
 - West of Pacelli Hall
 - Spaces with Service Vehicles Only signs
 - East of Pacelli Hall
- Handicapped spaces in Parking Lot 2

WAITING ROOM POLICIES

Ludden Clinic aims to provide pleasant, confidential, and highly individualized services. While waiting you may overhear confidential information. It is your obligation to maintain confidentiality. Family members are encouraged to view treatment sessions, however, if you have other children who would cause a distraction, families are welcome to wait in our reception area during sessions. To provide effective care we ask all patrons to follow the waiting room policies.

- No loud conversations or devices in the lobby. The use of headphones is preferred. Kindly step outside as a courtesy to the others if you need to take a phone call.
- We ask that you do not have food in the waiting area. All drinks must have lids. We ask that you please keep the area clean, and throw away trash.
- Due to confidentiality as well as noise level and space constraints, we try to minimize time spent in the lobby. If you would like to consult with your child's therapist, please do so during the beginning or end of their session in the treatment room.

SECTION 3 – CLINIC PROCESSES & FORMS

CONFIDENTIALITY AGREEMENT

Ludden Clinic understands the sensitivity of the information shared with our staff and we are committed to keep all information shared private and confidential. To maintain confidentiality, only general information about the individual/group sessions will be shared in the public areas of the clinic when the client is greeted and escorted to and from the therapy room. If you would like to discuss the session in greater detail, our clinical supervisors are available to speak in private during the beginning or end of the therapy session(s). All families must sign an acknowledgement of the [Notice of Privacy Policy](#) and Insurance Information Practices of the Ludden Speech and Language Clinic to be eligible for services at Ludden Clinic.

If you wish to make a formal complaint about our Privacy Practices, you may make it in writing to our information officer, Dan Klotzbach at klotzbach@sxu.edu or 773-298-3019. He will acknowledge receipt of your complaint; ensure that it is investigated promptly and that you are provided with a formal written decision with reasons.

CONSENT FOR TREATMENT

All clients must indicate consent for treatment by signing the [Initial Intake Form](#).

DONATIONS

Ludden Clinic provides services free of charge, however we would not be able to continue to provide free services without our donor's generosity. Donations allow us to expand our programs and defray the costs of operating the clinic. Donations can be made using cash, credit or checks. Donations can be made online [here](#), directly to the Clinic office or through University Advancement online or at 773-298-3322 or advancement@sxu.edu.

ELECTRONICS & TOYS POLICY

Ludden Clinic accepts no responsibility for any personal electronics or toys brought into the clinic that are lost or stolen.

INSURANCE

At Ludden Clinic all client services are provided free of charge. No insurance is billed and we do not provide walk-out statements for services provided.

INITIAL INTAKE FORM

To meet the individual needs of the client, individuals receiving therapy will need to complete [Initial Intake Form](#). This form must be completed to be scheduled for therapy and/or placed on the clinic waiting list.

PHOTO, VIDEO & AUDIO RELEASE

All therapy services are provided by SXU students who are preparing for careers in communication disorders and are supervised by speech-language pathologist who hold professional license from the state of Illinois and the certification of clinical competence in Speech-language pathology/or audiology from the American Speech-Language-Hearing Association. Consent to video and audio for each client is required to receive services.

These recordings will be used only for research and/or educational purposes, such as lectures, workshops and in-services. No identifying information about the client (e.g. last name, address or birthdate) will be provided during the presentations. The recordings will not be labeled with identifying information.

RELEASE OF INFORMATION

Clients who request Ludden Clinic to obtain protected health information or release information to/ from another entity such as a physician, school, or other therapy provider must complete and sign an [Authorization for Release of Information Form](#) and submit it to the Clinic Coordinator.

TRANSLATION SERVICES

Ludden Clinic will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of Ludden Clinic is to ensure meaningful communication for clients with LEP and their authorized representatives involving their speech and language conditions and treatment. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Thank you for choosing Ludden Clinic! The faculty, staff, and students at Ludden Speech and Language Clinic are engaged in cultivating meaningful connections and service to the community. We look forward to working with you!

*Policies and procedures may be updated at any time. Ludden Clinic keeps current policies and procedures posted on our website, and may also notify you of updates about our policies and procedures via email as necessary.