

Area: Program Services
Subject: Continuity of Case Management
Policy No.: 100

POLICY

It is the policy of the Center for Communication Disorders to provide its clients with consistent and continuous service through the assignment of one ASHA certified case supervisor (case manager).

PURPOSE

The purpose of this policy is to ensure that the overall plan of care for a client, from initial contact through termination or discontinuation of treatment, is consistent, cohesive, and follows a logical order of progress.

PROCEDURES

1. If any clinical faculty or staff supervisor has had direct contact with a client prior to or during the time of intake, that supervisor will, whenever possible, consult with the supervisor and student clinician assigned to the case for evaluation.
2. If treatment is recommended, the evaluating supervisor will, whenever possible, consult with the supervisor and student clinician scheduled to manage the client's treatment.
3. The supervisor's interaction with the case may include direct service provision, conferences with client and/or family, consultation regarding general programming for the client, and, at the discretion of the supervisor, attendance at Planning and Placement team or other planning or consultative meetings regarding the client.
4. The client will be provided with the name and telephone number of the center office, where messages may be placed to supervisor and student clinician.
5. In the event that cases must be transferred between supervisors during the course of service, due to scheduling conflicts or leaves of absence, the following will be considered:
 - a. if a supervisor temporarily transfers his/her case, S/he will confer with the newly assigned supervisor regarding the case, and this contact between the supervisors will continue until the case has been reclaimed.
 - b. if a supervisor permanently transfers his/her case, S/he will provide the newly assigned supervisor with any and all information pertinent to that client to maximize efficient case management.