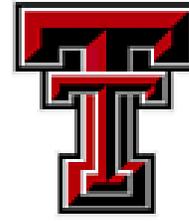


TEXAS TECH
UNIVERSITY



The Psychology Clinic Manual of Procedures and Requirements



FALL 2013 Edition

This manual is consistent with the APA code of Ethics and the Rules & Regulations of the Texas State Board of Examiners of Psychologists.

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SECTION I: OVERVIEW

1.1 General Information

The Texas Tech psychology clinic was first opened in the early 1970's and has a long history of providing quality services to the Lubbock area and University community. The clinic is located within the Psychology Building and is operated by faculty from the Clinical and Counseling Psychology Programs. The purpose of the clinic is threefold: 1) to provide multi-disciplinary, evidence-based training to doctoral students under the supervision of program faculty, 2) to provide high quality, affordable psychological services to the University and to the community; and to 3) advance theory-based mental health research.

Students have appropriate training and experience before taking on service delivery roles in the clinic. Because training is a developmental process, training experiences are sequenced to match the level of the student's preparation. Clinic practicum training is individualized in order to guide the clinical training experience for each student. Training is developed and implemented by collective efforts of the clinic director, program director of training, and the clinic supervisory faculty. Training plans are created with the trainee at the start of practicum training, reviewed during training, and discussed at the conclusion of training to assess progress and identify areas in need of further training needs.

Student therapists are at all times assigned to specific faculty supervisors who are ultimately responsible for the oversight and management of cases assigned to students in their practicum section. That is, it is up to faculty supervisors to see that student therapists abide by all clinic policies and procedures as outlined in the Clinic Handbook that are necessary to effectively and efficiently manage caseload assignments. **Faculty supervisors have the discretion to either dismiss students from participation in practicum, or issue a non-passing grade to students who fail to abide by these policies and procedures or fail to remediate any behavior deemed unprofessional or inappropriate during the course of training.**

All operations of the TTU Psychology Clinic, and the supervision of student trainees, are in accordance with the American Psychological Association's *Ethical Principles of the American Psychological Association* and *General Guidelines for Providers of Psychological Services*.

1.2 Diversity Statement

In tandem with the commitment to diversity upheld by the University and the Department of Psychology, the Psychology Clinic values the various characteristics that make individuals unique. That said it is our duty to provide and maintain a safe and secure environment for persons receiving service and to treat all clients with dignity. Student trainees and faculty are expected to educate and support one another in a process of self-reflection that challenges us to be aware of our biases in order to ensure that individual differences are recognized, honored and respected. Services are extended to individuals regardless of cultural, ethnic or

sexual identity, age, religious beliefs, socioeconomic status, physical disability or gender differences.

- Clients who come to the psychology Clinic represent a broad diversity of cultural and ethnic backgrounds. This is one of the most important considerations in your training, as it entails your learning to discern the presence of behavioral, cognitive, or emotional characteristics in a client which are produced or modified by the person's cultural experiences and context. **Students and staff working in the Psychology Clinic will respect the cultural diversity represented in our clients, and we will draw diagnostic inferences and make recommendations for interventions that consider the relevance of such diversity.**

1.3 Program Faculty and Clinic Staff

Clinical Program Supervisors

Joaquin Borrego, Ph.D.
Jennifer Brown, Ph.D.
Jim Clopton, Ph.D.
Lee Cohen, Ph.D.
Kelly Cukrowicz, Ph.D.
Cathy Epkins, Ph.D.
Andrew Littlefield, Ph.D.
Greg Mumma, Ph.D.
Jason Van Allen, Ph.D.

Counseling Program Supervisors

Stephen Cook, Ph.D.
Sheila Garos, Ph.D.
Susan Hendrick, Ph.D.
Robert Morgan, Ph.D.
Mike Parent, Ph.D.
Steve Richards, Ph.D.
Chris Robitschek, Ph.D.

Staff: Suzanne Ellis, Office Manager

The office manager is the only full-time employee in the clinic. The major responsibilities of the clinic office manager include serving as liaison to practicum sections, facilitate community relations, maintain clinic records, field client communications, supervise co-directors and oversee the day-to-day operations of the clinic.

Co-Directors

When funding is available, an additional number of graduate students are employed as student co-directors. Co-directors maintain clinic hours during the day and evenings when the office manager is not on duty. The co-directors are instrumental in the day to day operation of the clinic. Their functions include serving as an initial contact and reception to clients who call and visit the clinic, assisting with scheduling and preparation of intake appointments, placing calls to clients when needed, managing clinic files, notifying therapists when clients arrive and handling client payments.

Clinic Director

The Clinic Director coordinates and is responsible for all aspects of the clinic. Any recommendations for changes in policy, the scope of clinic operations, or any encountered problems, should be addressed to the Director.

1.4 Contact Information

Clinic Director: Sheila Garos, Ph.D.
Mailing Address: TTU Psychology Clinic
Box 42051
Lubbock, Texas 79401-2051
Telephone: (806) 834-1344
Fax: (806) 742-3799
Email: psychology.clinic@ttu.edu
Webpage: <http://www.depts.ttu.edu/psychologyclinic/index.php>

1.5 Hours of Operation

The Texas Tech University Psychology Clinic is open during the following hours:

Monday: 8:30 am – 5:00 pm
Tuesday: 8:30 am – 8:00 pm
Wednesday: 8:30 am – 8:00 pm
Thursday: 8:30 am – 3:30 pm; 5:00 pm – 8:00 pm*
Friday: 8:30 am – 5:00 pm

*The clinic is closed from 3:30 – 5:00 on Thursdays so that students may attend professional development workshops and colloquiums.

The clinic is also closed between 12:00 and 1:00pm during semester breaks when co-directors are not available to provide additional coverage of the front office.

The clinic operates for a 12-month period and is closed on university holidays and on weekends. The clinic is also closed during times the TTU campus is officially closed (e.g., between semesters). If Texas Tech University closes for bad weather, the Psychology Clinic will also close.

During holiday periods when only the departmental and clinical staff is on duty, clients may be scheduled during regular daytime hours (8:30 am - 12:00 pm and 1:00 pm - 5:00 pm). There will be one evening each week during holiday periods that therapists will be able to see clients until 8:00pm. Except in unusual circumstances, all clients should be seen during regular clinic hours. Conducting therapy sessions without the presence of clinical staff raises the potential for unnecessary ethical and legal risks and liability. When such arrangements are necessary, there **must** always be someone other than the therapist and the client in the clinic area. In addition, supervisory clearance must be obtained. If the usual practicum supervisor is

not available for sessions between semesters, arrangements must be made for supervision from other faculty members.

The psychology clinic is NOT equipped to handle crisis situations such as high suicide risk or the need for other emergent care. Thus, clinic personnel are NOT available 24 hours per day. Calls received after hour will hear a message that provides the following information:

- The clinic's normal operating hours
- Instructions about leaving a message
- Instructions if the caller is experiencing an emergency

1.6 Parking

In order to be compliant with the University's License Plate Recognition (or LPR) program, when clients come to the clinic they will be required to provide clinic staff with the year, make and model and license plate of the vehicle they will be driving. This information will be entered into the University Parking Services Portal set up specifically for the clinic client use. This program will allow us to be more efficient in the monitoring of the clinic spaces and better able to manage the misuse of the space by students or former clients.

- Four (4) parking spaces are reserved for clinic clients in Lot R-3 They are located on the second isle, north end of the lot and marked as follows on the concrete bumper:

Spaces R3-7, R3-8, R3-9, R3-10

- Students and faculty are not allowed to use the four spaces designated for clinic clients during daytime weekday operating hours. **Any unauthorized vehicle is subject to ticketing and/or towing during working hours.**
- Should all clinic parking spaces be filled when a client comes for a scheduled appointment he or she will be instructed to park as closely as possible to the reserved clinic spaces in an unreserved space (i.e., an area parking space).

1.7 Clinic Purchases

The purchase of clinic supplies and materials **must** be approved first by the Clinic Director. However, the final authorization of clinic purchases rests with the Department Chair. Requests for needed or desired supplies can be sent directly to the clinic director who may or may not request further information or justification for the request.

- ***Clinic revenue is not available for the support of faculty or student research expenses.***

1.8 Titanium Software

Most clinic operations (e.g., scheduling, client file maintenance, correspondence) are handled through Titanium. Each therapy room, the group rooms, the therapist workroom and the clinic

office are equipped with this program. The clinic director will assign each student or faculty member a Titanium ID and Password. In order to do so, the director will need to know your eraider login. Titanium will prompt a user when a new password is needed. If a new password is created you must notify the clinic director. The director keeps a log of all login and password information in order to troubleshoot any operational problems that may occur with Titanium.

Once established, practicum students and supervisors will be activated in Titanium and will be able to access the program. Supervisors will have access to all case information completed by students in their practicum section. Once a student or supervisor leaves the clinic, he or she will be “de-activated” in the program until he or she returns to the clinic in the future.

SECTION II: CLINIC SERVICES

2.1 Services Provided

The Psychology Clinic provides a range of outpatient services to children, adolescents, and adults. These services include individual therapy, family, marital or couples therapy, behavioral parent training, parent-child-interaction therapy, vocational counseling and psychoeducation. Therapists address a broad range of issues such as depression, anxiety, relationship and interpersonal problems, emotional and behavioral problems, eating disorders, substance use (limited) and problems with stress and coping. The clinic also provides various types of testing and assessment services to the TTU (e.g., athletic department; Student Disability Office) and Lubbock communities.

2.1a Group Psychotherapy

Therapists are strongly encouraged to design and lead, or co-lead, groups of several types, including process groups intended to address specific issues such as assertion training or therapy groups to address concerns such as eating disorders or substance abuse. A reduction in the individual psychotherapy caseload will be arranged for any therapist leading a group. Caseload reduction will be done in consultation with the therapist’s supervisor.

2.1b Consultation, Educational Workshops, and Other Events

When opportunities arise, therapists are encouraged to participate in various consultation opportunities, workshops, and educational events. Depending on individual interests and the opportunities available, therapists may be involved in planning and conducting special workshops for selected groups in the clinic (e.g., smoking cessation group) or on campus.

2.1c Psychological Assessment

The Psychology Clinic provides a variety of psychological assessments (evaluations) to clients. The nature and scope of all psychological assessments will be determined by the therapist in consultation with his or her supervisor. Assessments are designed to answer specific referral questions and may take several visits by clients to complete.

- Payments to therapists and supervisors are available for assessments that are not conducted to fulfill a course requirement.
- Computer loaded assessments are available on are available in testing cubicles D and E.

2.1d Vocational Assessment

Vocational assessments can be conducted when clinically indicated or requested by a client.

2.1e LD/ADHD Assessment

Students who have completed the I.Q., Objective Testing, and Neuropsychology course are eligible to conduct LD/ADHD evaluations for community and athletic department clients. A limited number of faculty are willing and able to supervise these assessments. Payments for conducting LD/ADHD evaluations are as follows:

- For community clients, therapists receive \$150.00; Supervisors receive \$150.00; for athletic clients, therapists receive \$275.00; Supervisors receive \$175.00

2.1 f Services for Children and Young Adults (minors)

The psychology clinic provides mental health evaluations and counseling services to children and adolescents, ages 3-18, adults as well as to family members. Services include in addressing issues pertaining to psychological and emotional trauma related to abuse or neglect, family violence, grief and loss, relationship problems, and common mental health disorders such as depression, anxiety, anger management issues, and attention deficit hyperactivity disorder. In addition, the clinic offers *Parent-Child Interaction Therapy (PCIT)*. PCIT is an empirically supported psychosocial intervention that targets children with socially disruptive behavior problems (e.g., physical & verbal aggression, noncompliance). Children referred to PCIT usually meet DSM diagnostic criteria for either Oppositional Defiant Disorder (ODD) or Conduct Disorder (CD). Due to overlap in symptoms, a significant proportion of children also meet diagnostic criteria for Attention Deficit/Hyperactivity Disorder (ADHD). PCIT clients are typically assigned to clinical practicums. Additional information about PCIT can be found on TechShare.

There are certain situations when minors are referred for services that warrant proof of guardianship. These services include, but may not be limited to custody situations, court-ordered treatment and establish authority for consent. It is imperative in these situations that legal guardianship of the child receiving services is verified. In cases of shared custody, the individual designation as “primary” must be established. Office staff will request this documentation which will be scanned into the client’s file. In addition, the clinic does NOT provide custody evaluations. Clients are informed of this upon contact with the clinic and will be asked to complete the Court Contract Form prior to the initiation of services. Therapists should check the client’s file to be sure the form is present.

2.1g Community Referrals and Consultations

Calls received with requests for services that not appropriate for the Clinic will be referred to the most appropriate community agency or person that may be able to assist the caller.

For most clients, consultation needs will be met by referral to local professionals or to someone already known or preferred by the client. Unless there are established competencies endorsed by a supervisor or the clinic director as more suitable for a caller or client, differential recommendations to various area practitioners are not made. Where client finances are exceptionally limited, the referral process becomes more restrictive. Clinic staff can be consulted regarding possible referral sources for such clients. For outpatient psychiatric consultation only few options exist. Individuals who are already clients of the Veteran's Administration (472-3420) or the Lubbock Regional Mental Health & Mental Retardation Center (766-0310) may be eligible for psychiatric consultations through those agencies. Students will be referred to Student Health Services.

2.1h Wait-Listed Clients

There may be times when there will be more individuals seeking service than there are therapists available. Potential clients who call the Clinic to schedule services during this time will be given the option of being placed on a waiting list or being referred to an outside agency.

2.1i Exclusionary Criteria for Clients Deemed Inappropriate for the Clinic

Given that the TTU Psychology Clinic is a training facility there are some client issues that are not appropriate for our services. These include:

- ***Probation Cases*** - The individual is on probation. The therapist will have to make regular reports to a probation officer. Therapy is being sought solely for the purpose of meeting requirements for mandatory or court-ordered treatment.
- ***Chronic Substance Abuse Cases*** - The individual has a long history of and is currently abusing substances. Use is determined to be habitual and constant. Individual is currently using methamphetamine and/or is an IV user. As a result of this drug use the individual is experiencing significant and/or severe impairment and life consequences. This individual has a history of in-patient substance abuse treatment but is currently not in recovery and not attending any 12-Step meetings.
- ***Untreated Bipolar or Psychotic Case*** – The individual is actively psychotic and / or non-compliant with psychopharmacological treatment for a diagnosed psychotic or bipolar disorder.
- ***High Suicide Risk*** – The individual has the intent to commit suicide, has a plan in place, has attempted 2 or more times in the past six months, or has attempted suicide 3 or more times in the past year.
- ***Highly Aggressive or Homicidal Risk Cases*** – The individuals has a history of anger and impulse control difficulties that have resulted in explosive or aggressive behavior and/or arrests.

- **Medically Involved Eating Disorder Cases** – The individual has an eating disorder that requires or has required intensive medical management and in-patient treatment.
 - **Note: Any case is potentially subject to review by a faculty supervisor and/or the clinic director to determine its appropriateness for the clinic.**
 - When codirectors have questions concerning appropriateness of a case during screening, the case is sent to the clinic director for review.

2.2 Client Fees (form is on TechShare)

The clinic does not accept insurance. Individual, group, family and conjoint therapy session fees are on a sliding scale that takes into account income level and number of dependents. The client will be counted as a dependent along with any other people that he or she counts as dependents on his or her federal tax return. If the client is responsible for payment, then fees will be based on his or her income. If the client is a minor or has a legal guardian, the fees will be based on the income of the parent or guardian. Fees are generally not negotiable. A reduction in fees may be granted after review by the clinic director.

The clinic's first priority is to provide a quality training experience for our clinical and counseling psychology doctoral students. Therefore, the clinic will be flexible in accommodating people seeking services. The clinic staff will work with clients who are experiencing temporary financial difficulties to arrange a reduction in fees with the understanding that their fee status will be reassessed once their financial situation improves. **Fee reductions are subject to review by the clinic director.**

2.2a Income Verification (form is on TechShare)

All clients are to provide proof of income to clinic office staff. Fees are determined based on clients' gross income. Staff will notify clients of this requirement and will have clients fill out *an Income Verification Form*. Upon receipt of income information, clinic staff will set the client fee and enter the fee amount in the client's Titanium file. Clients who fail to provide income verification will be charged the full fee (\$50.00 per session).

- **Therapists are NOT to discuss the setting of fees with clients. Fee determination is handled solely by clinic staff and the clinic director.** However, should a client request a reduction in fees, or a therapist become aware of a change in the client's financial situation, the client or therapist may request a fee reduction. The client and/or therapist will be asked to provide a rationale for the reduction to the clinic director and a new *Income Verification Form* must be completed by the client that reflects the change in his or her financial status.
 - Clients who are unwilling or unable to pay their associated fee will be referred to another agency.

2.2b Intake interview Fee

The fee for an initial intake interview and testing is \$25.00 for all clients.

2.2c Cancellation Fees

It is the client's responsibility to cancel their appointment if they are unable to attend a scheduled session. Failure to cancel an appointment within 24 hours will result in the client being charged the amount of his or her session fee.

2.2d Discounted Fee Eligibility

Discounted fee rates are available for the following persons:

- TTU or TTUHSC faculty and staff receive a **10%** fee reduction. This discount does not extend to family members.
- Individuals who elect to participate in research projects will receive a **25%** fee reduction.

2.2e Unpaid Fees

Clients are informed that they risk a suspension in services for unpaid fees. The consent form clearly states that at any time if a client has one unpaid session or an unpaid balance of \$50 (whichever happens first), services will be suspended until your balance the paid and the client can resume payment of his or her regular session fee. Clients are also to be charged their full session fee for no-show appointments and for failures to cancel appointments without 24 hour notice.

2.2f Routine Assessment Fees

Certain routine psychological assessment materials will be provided to clients free of charge. The costs of these assessments are covered by practicum course fees (see Section 10.13 for routine assessment costs).

2.2g Fees for Specialized Evaluations

Vocational assessments, LD/ADHD evaluations and psychological evaluations are provided to clients on a fee-for-service basis. The cost of these evaluations is listed in Sections 10.10 10.11 and 10.12, respectively, for evaluation fees.

2.2h Course-related Assessments

Clients who receive testing to fulfill course requirements for students (e.g., I.Q, Objective course) will not be charged for these assessments. The cost of these testing materials for use in the course may be subject to additional fees charged to students enrolled in relevant courses (see section 10.8).

2.3 Session Limits

Clients seen at the Psychology Clinic are eligible to receive short or long-term therapy depending upon the nature of the clinical issue and the course of treatment deemed most appropriate. Individual sessions are scheduled for 50 minutes, beginning at the top of the hour or half hour,

beginning at 8:30am. The last appointment that can be booked on the half hour begins at 3:30pm and all appointments from 4:00pm until closing must be scheduled on the hour. Group therapy and family therapy appointments may extend to 1.5 to 2 hours in length. It is critical that sessions begin and end on time and it is the responsibility of the therapist to do so. **Clinic staff will notify the clinic director of any therapist who is consistently mismanaging his or her time with clients.**

2.4 “No-Shows” and Terminations

In the event that a client fails to show for an appointment, the clinic office will verify that the missed appointment was indeed a “no show.” Therapists should let the office know when a client is simply rescheduled. It is the responsibility of the therapist to reschedule the appointment and list the new appointment on the Titanium schedule as soon as possible. Only the clinic office can cancel appointments. Failure to follow this procedure may result in a client being charged for a “no show” appointment when in fact, he or she was scheduled for another time.

If a client fails to meet a scheduled appointment the therapist should contact the client by phone. If given permission in advance to do so, the therapist may leave a message for the client. **After 3 phone attempts which should be made on 3 consecutive days following the missed appointment, the therapist should send a letter (example is on TechShare) to the client giving the client 5 business days from the date of the letter to contact the clinic.** If the client fails to reschedule, or reschedules and fails again to show, the therapist will terminate the client and send him or her, a letter of termination (example is on TechShare). The period of time to keep a case open pending contact to reschedule an appointment should not exceed two weeks.

- Clients who are terminated for “no show” appointments who return for services in the same semester will be assigned to their former therapist upon return. Exceptions to the 2-week rule apply only during times the clinic is closed for holidays or when the therapist knows a client is out of town.

SECTION III: CLINIC OPERATIONS

3.1 Telephone Numbers

Therapists and supervisors are required to provide clinic staff with current contact information including email address and a phone number where each can be easily reached.

3.2 Messages and Interoffice/Interdepartmental Correspondence

All messages issued by clinic staff, your faculty supervisor, or received from your clients will be transmitted electronically. Part of your professional responsibility is to check your Titanium task list each day and respond promptly to any tasks that require your attention. Please check your task list daily and routinely to make sure to stay current with information and questions relevant to your clinical cases.

3.3 Maintaining Clinic Rooms, Work Rooms and Equipment

Each client and therapist has the right to expect a therapeutic environment that is neat, comfortable and consistent. Thus, it is critical to return all therapy and assessment rooms to their original condition before leaving the room. This includes moving furniture that may have been moved back where it was originally positioned, throwing away used Kleenex and other trash, **and ensuring that electronic equipment in the room is ready for the next therapist to use.** Chairs normally in a given room should not be removed. If they are removed, they need to be returned following the end of the session.

- It is essential that any therapists who see children in the Playroom keep the area neat and clean. A regular cleaning schedule will be implemented for students to clean and maintain toys. Therapists are responsible to see that ALL toys are put away and any furniture that may have been moved is placed back where it should be. If child clients undress dolls, or spill pieces to a game or toy, the therapist must see that dolls are redressed and game pieces are put back in their boxes. This is important so to assure that we present a nicely kept environment to the next child and model respect for our surroundings.
- Unless you know that someone is using the room after you, lights should be turned off when you leave the room. Please leave the doors of the therapy rooms open when rooms are not in use.
- Please report any problems in therapy rooms (e.g., equipment that isn't working properly) to the office staff.
- The therapists' lounge and work rooms are to be kept clean and neat at all times. Though you are welcome to be comfortable in this space remember that you share this space with other colleagues. Others are not responsible for picking up after you. It is important that this area reflect a professional atmosphere.
- Testing cubicles are to be kept neat and clean at all times. Computer equipment must be maintained properly. Report any equipment or software issues to the clinic staff immediately.
- **It is the responsibility of each therapist to see that each cubicle and all testing equipment is ready for the next user upon completion of testing by his or her client.**
- Instructions for use of cameras and computers in therapy rooms can be found in the Titanium manuals.

3.4 Waiting Room Area

Children under the age of 12 are not allowed to be left unattended in any part of the Psychology Clinic and therefore must be accompanied by a parent, guardian, or other adult

family member. Leaving clinic staff or other therapists in charge of children outside of therapy rooms places undue responsibility on clinic staff and therapists and exposes the adults involved to potential liability risk. It is understood that this may pose a difficulty when therapists are working with families and want to meet with the adults apart from the children. One way this can be done is by therapists meeting with the adults in the observation room of the play therapy room while monitoring the children in the play therapy room. Therapists should consult with your supervisor about how to resolve any difficulties that may arise from this policy.

- If a parent, guardian or other responsible adult is not able to stay with a child in the waiting room, the child's appointment will be rescheduled.
- Minors are not allowed to be dropped off and picked up for services. Any parent or legal representative of a child client has questions concerning this policy should be directed to the clinic director. A failure to abide by this policy may result in a refusal of services.

3.5 Therapist Workroom

Room 161 is the designated workroom for therapists in the clinic. This room contains a phone for making calls to clients, two computer work stations and file cabinets for psychotherapy notes and other working documents.

- **Each therapist is responsible for the maintenance of his or her working client files and must purge and shred any documents that are no longer needed for the management of cases at the end of each semester.**
- Therapists should be vigilant about protecting the confidentiality of any identifiable client information that is in electronic or paper files.
 - Therapists need to be sure to password protect their saved documents on the workroom computers. Please ask clinic staff for help in password-protecting a file. Clinic staff will create folders in TechShare for each therapist to use for storing files during practicum training. At the end of each semester, all files on clinic computers that are not in a folder labeled with the therapist's name will be subject to deletion.
- Each therapist is responsible to see that the workroom is clean and neat at all times. Be sure to logoff of workroom computers when you are finished using them. Pick up and put away any materials you have used on the desk and other work spaces before leaving the area.

3.6 Therapist Lounge

Room 104 is designated as the therapist lounge. This area is meant to serve as an informal meeting place for practicum students. Personal items must be kept in the closet and students are responsible to see that the lounge area is clean and neatly kept.

3.7 Therapy Rooms

Each therapy room contains a workstation and computer. Computers in these rooms can be used when completing Titanium intake data forms, the administration of measures prior to or during a session, or for completion of case documentation and scheduling.

- Computers in therapy rooms may be used by therapists when workroom computers are not available and only when rooms are not scheduled for client appointments. To use a computer in a therapy room, the therapist must block off time in that room by adding a “Not Available” or “Phone call in session” placeholder to the room’s schedule on Titanium.
- A therapists must exercise care to protect client confidentiality when using therapy workstations and ensure that he or she is logged off the computer once tasks are completed.

3.8 Clinic Security and Personnel Safety

Combination locks are installed on doors to the clinic office, therapist lounge, therapist workroom, and the resource room in the clinic. Codes for each of these locks can be obtained from clinic staff.

SECTION IV: PROFESSIONALISM

The official title of all graduate student therapists is *Psychologist in Training*. Graduate students, faculty, and clinic staff are expected to follow standards related to professional behavior while in the Clinic. This includes, but is not limited to: (a) keeping scheduled appointments with clients on time; (b) maintaining the confidentiality and security of client records except as needed for supervision purposes; (c) taking care not to discuss cases with colleagues where the possibility of being overheard exists; and (d) exhibiting professional behavior when engaged in off-site community contacts or telephone communications. In addition, all clinic staff, clinic trainees and supervisors will be expected to adhere to the APA Ethical Principles for Psychologists, related APA documents on standards of practice, and the Rules and Regulations of the Texas State Board of Examiners of Psychologists. The most thorough acquaintance with those writings will occur through related coursework, including PSY 5306, *Professional Issues and Ethics*. However, therapists should pursue these materials on your own if coverage has not already been completed by the time you initiate clinic activities. Relevant statutes are available on TechShare. The APA Code of Ethics is available at <http://www.apa.org/ethics/code/index.aspx>

4.1 Professional Title and Document Signatures

The official title of all graduate student therapists is *Psychologist in Training*. The therapist should also list his or her degree (e.g., B.A., B.S., M.A., or M.S.) on all correspondence, reports, and psychotherapy notes. All written correspondence relating to a client must be co-signed by the faculty supervisor or, if the case is not open, by the clinic director. If the correspondence is co-signed by the supervisor, ensure the typed signature block is the supervisor's complete (proper; full) name and title (e.g., Jonathan A. Smith, Ph.D., Faculty Supervisor).

4.2 Timeliness

If a student finds that for some reason you cannot avoid being late for a session or for a clinic meeting or meeting with your supervisor, you must notify the clinic office and/or your supervisor via telephone, text, or email.

- Punctuality is especially important when beginning and ending therapy and assessment sessions on time. Other clients or therapists may be waiting and deserve to be able to have a full session. Likewise, at the end of clinic hours, co-directors and clinic staff need to lock up and deserve to be able to leave on time.
- Getting reports done on time and keeping case notes up to date are important professional responsibilities. Failure to do so can adversely affect the client's treatment in an emergency. Check with your faculty supervisor regarding his or her expectations concerning when client notes, intakes, or other documentation is due for review.

4.3 Professional Appearance and Decorum

Students, staff and faculty are expected to maintain a professional appearance when working in the clinic. The nature of appropriate attire might best be described as "business casual." The dress code for the Clinic can best be described as "conservative but casual." T-shirts, cutoffs, shorts, Levi-type jeans or sexually provocative outfits are not allowed in Clinic areas. For women, slacks that are styled with dark denim are acceptable. This code applies whether or not you are scheduled to see clients. An unkempt or unprofessional appearance will not instill confidence in clients. In addition, a professional demeanor is expected when working in the clinic; that is, when escorting clients, working in the therapist workroom or therapist lounge, etc. In addition, please take care to represent the Clinic in a professional manner at all times.

4.4 Social Relationships with Clients

Social relationships with clients are prohibited and constitute a dual relationship. In cases where accepting a case would knowingly constitute a dual relationship (e.g., an assigned client is also in a class taught by a student therapist) the student must notify his or her supervisor of the conflict and see that the case is reassigned prior to initiating contact with

the client for an intake appointment. **Any student discovered engaging in an inappropriate dual relationship with a client is subject to disciplinary action.**

4.5 Competence

If a therapist is unsure about his or her competence to perform any clinical task (assessment, diagnosis, case conceptualization, addressing specific topics treatment planning etc.), he or she should discuss the case with their practicum supervisor. Consultation with more advanced students and other professional supervisory staff with unique expertise are also encouraged. Though this is a training clinic, some at least rudimentary skill is necessary, and prerequisites courses are designed to ensure that a measure of competence is present.

4.6 Contact by Media Representatives and Public Statements

If any co-director or student therapist is contacted by a member of the media for an interview or for any comment concerning clinic operations, questions about psychological topics, or any other issue he or she should direct the person making the inquiry to the clinic director.

4.7 Student Malpractice Insurance

All therapists are required to have liability insurance before they can be involved in providing therapy, consultation, or assessment services to clients. Students in external practicum settings are also usually required to have malpractice insurance (depending on specific program policy and characteristics of the external practicum setting). Malpractice insurance for students' practicum work, in the clinic and in external settings, can be purchased on an annual basis through the Psychology Clinic. All clinic trainees are expected to participate and the insurance fees are normally collected at the beginning of each fall semester. If a student does not purchase coverage through the clinic, he/she must obtain the insurance on his/her own, which can cost considerably more. A copy of the insurance policy is kept in the clinic office for review.

4.8 Travel and Other Clinic Absences

If you are traveling for any reason such as attending a professional conference, going on vacation or attending internship interviews, you must inform your practicum supervisor, the co-director and the office manager of your absence prior to leaving campus.

- A therapists must indicate how long he or she will be absent from the clinic by inserting a **PLACEHOLDER** in the Titanium schedule for each day away (see Therapist Titanium Manual).
- The therapist must also inform clinic staff and their supervisor of who will be covering his or her clients in case of emergency and how he or she might be reached if necessary during the absence.

- The therapist must indicate who is covering his or her cases in Titanium.
- Therapists must be sure that the amount of time blocked in Titanium accurately reflects the amount of time away from the clinic (i.e., if gone for a four hour block, the placeholder should cover a 4-hour time period; if gone for 3 days, the placeholder should reflect a block of 3 days, from 9am to 5 pm each day, etc.)

4.9. Therapist or Client Illness

When a therapist is ill on the day of a scheduled appointment with a client, and therefore not able to attend a session with a client, he or she should contact the clinic office. The office will then make efforts to contact the client by calling numbers listed in the client's file and cancel the appointment in Titanium.

- Should a client call or leave a message with a therapist to cancel an appointment due to illness, the therapist must notify the office so that the appointment can be cancelled without charge to the client.
- When a client calls in to the office on the day of a scheduled appointment to cancel due to illness, the office will attempt to contact the therapist via email to notify him/her of the cancellation and cancel the appointment in Titanium.
- It is the therapist's responsibility to reschedule appointments cancelled due to illness.

SECTION V: CONFIDENTIALITY AND THE PROTECTION OF CLIENT PRIVACY

Visits to the TTU Psychology Clinic are protected by the highest professional standards of confidentiality as specified by Texas statutes and the *Ethical Principles of Psychologists and Code of Conduct* from the American Psychological Association. All clinic staff, trainees and supervisors should be thoroughly familiar with information contained in these documents. Though the clinic is not legally considered a HIPAA covered entity, since we engage in electronic record keeping the clinic will abide by compliance standards set forth by HIPAA and the Privacy Rule.

Confidentiality applies to all case sensitive information in the Clinic (e.g., client files, case identifying information, audio/digital recordings, phone messages, and formal/informal contacts).

5.1 Discussion of Clients

Information pertaining to clients is to be discussed only with supervisors and Clinic personnel. Discussions of clients with anyone outside of the Clinic may not take place without the written consent of the client or his or her legal representative. This includes any acknowledgment that the client is being seen at the clinic. This includes even any acknowledgment that the client is being seen at the clinic, or that anyone affiliated with the clinic has ever heard of him or her.

- Only clinic staff, practicum graduate students, faculty, and the Clinic Director are to access confidential client information. ***Anyone who is found accessing client information for non-work or training-related issues is subject to disciplinary action which could include removal from practicum, removal from a staff position and / or expulsion from the Ph.D. program.***
- Any discussion of a client with any Clinic personnel should occur in the form of supervision in Clinic meetings. Exceptions to this rule can occur. Discussion is allowed if: (1) all people present are associated with the Clinic and /or clinical or counseling Ph.D. program and (2) the discussion is occurring as part of a Clinic meeting or in a classroom situation.
 - For this to occur, there must be an educational benefit to the discussion, the discussion must be intended to benefit the client, and is limited to Clinic personnel with a need to know about the client or with insight to offer.
- HIPAA allows health providers who is rendering professional services as part of a team or interacting with other appropriate professionals concerning the welfare of the client (provided that all persons receiving the information abide by the rules of confidentiality) to share information about the client without the client's consent.
 - Consultations with other professionals are permitted without consent or authorization if the client is not identified. Thus, discussion of cases among clinic trainees and staff for training or consultation purposes should only be undertaken in ways that preserve client confidentiality.
- In the matter of confidentiality, know all the rules, but always remember that **you cannot even acknowledge (or deny) that you have seen or have an appointment with a client to anyone who does not have either an *a priori* legal right to have clinical information about the client (i.e., the client, or a parent or legal guardian), or an appropriately executed consent form to receive clinical information about the client. Do not talk about cases, even without names, outside of the Clinic.**
- Breaches of privacy and confidentiality often occur in a seemingly innocuous manner. One should never discuss a client in the presence of another client, family, or friends except with that client's permission and then only for matters of direct relevance to case objectives. Similarly, discussions of clients should not occur in the therapist workroom or lounge. Therapists should not answer questions on the telephone about clients except when the caller is clearly identifiable and informed consent from the client has been obtained. Phone messages may be left for clients only with permission of the client.

5.2 Teaching Examples

Given that some clients are also TTU students and the fact that Lubbock is a relatively small community, there is a strong potential, even with identifying information altered, that a client could be identified even with disclosure of limited information. Additionally, the perception, regardless of the validity, that Clinic clients are frequently discussed in classes could harm the reputation of the Clinic and negatively impact someone seeking services for fear that he or she will also be used as an example in classes. Thus, Teaching Assistants and supervisors must take extreme care when discussing case examples by eliminating any identifying information about a client and by not stating the client was a “clinic client” when discussions are held in (non-practicum) courses.

5.3 Returning Calls and Leaving Messages

When making telephone calls therapists should maintain client confidentiality and not identify the Clinic initially. The therapist must say something similar to the following: “This is Ms. Smith from Texas Tech University. I’m returning Mr. Jones’ call.” The reason for this is that the person on the other end of the phone may have no idea that “Mr. Jones” has sought an appointment or information about the Psychology Clinic. Repetitive rounds of phone tag can be avoided by asking when a better time for calling may be or request that the client call and leave a message including the best times and dates to reach him or her. The therapist may suggest times and dates when a client could reach the therapist by telephone, and leave the Clinic telephone number or the therapist’s personal Texas Tech phone number.

If attempts to return calls result in busy signals or no answer, the therapist should briefly document the activity on a “Client Correspondence Note” in Titanium. For example, a therapist may write: “Busy at 10:15 am on 9/22/12” or “No answer at 2:35 pm on 11/23/11.” If you left a message for the client, you should note it as well. For example, a therapist may write: “Left message at 11:10 am 12/3/12 for client to call therapist back.”

The only numbers you may give the client are campus numbers. **You must never give clients your home telephone number, cell phone number, or home address.**

5.4 Exceptions to Confidentiality

There are a few exceptions where confidentiality is to be broken. The client is made aware of some these exceptions in the written material provided to them in their screening interview. One exception is when the information has been sought under court order. Another would be when in cases of suspected child or elder abuse. The therapist has a duty to take preventive action at times when a danger is posed to the client or others; however, try to be realistic in inferring such dangers from client revelations. The impact of such measures may be detrimental to subsequent therapy, so the decision should be as judicious as possible. The student’s supervisor should be consulted immediately in such situations. When the supervisor is not available efforts should be made to contact the clinic director. If that is not successful the therapist should seek guidance from any available clinical or counseling faculty.

A violation of any of the recommended procedures for preserving client confidentiality **will be considered by the Department as a breach of ethical conduct that may result in serious disciplinary action against the student.** Additionally, the clinic and supervising faculty may be held liable in cases where a clear breach of client confidentiality and / or violation of client privacy are established (see FERPA information on Techshare)

- Information about a client can be released with the client's consent or the consent of the parents if the client is a minor. A release of information form must be signed and scanned into the client's file before any information is released.

5.4a Recording of Sessions

New clients are informed about the recording of sessions by clinic staff at their initial appointment. By signing the *Consent to Treatment Form* (form available on TechShare) the client acknowledges that he or she has been informed and understands that clinical information will be shared with other doctoral students in training and with faculty supervisors. Nonetheless, during the initial intake session, the therapist must answer any question the client may have concerning the forms that they have completed. It is also recommended that a therapist review confidentiality with the client and when it may be breached without client permission.

5.4b Clients Right to View His or Her File

On occasion, clients may ask to see their files. Such requests should not be granted until the therapist has discussed the matter with his or her supervisor. Clients are legally entitled to see files that are in their official client file and also have the right to have misinformation in this file corrected. However, it is important to see that file documents are accurately interpreted, so any client review should occur in collaboration with the therapist. Care obviously must be taken in report writing and record keeping so that material will be fully informative and clinically useful without being damaging or dangerous if read by the client. (See TechShare for relevant Texas statute).

According to Texas statute 611.008 under the Health and Safety Code: upon receipt of a written request from a patient to examine or copy all or part of his or her recorded mental health care information, a professional, as promptly as required under the circumstances but not later than the 15th day after the date of receiving the request, shall: make the information available for examination during regular business hours and provide a copy to the patient, if requested; or inform the patient if the information does not exist or cannot be found.

5.4c Authorized Disclosure of Confidential Information in Judicial or Administrative Proceeding

See TechShare for Texas statute information.

5.4d Assessment Data and Collateral Information

Usually test protocols, all raw test data, and information from other professional organizations are withheld. Personal and informal notes by the therapist regarding a client should not be included in the official client file, but should be kept in a separate psychotherapy notes folder in the file cabinet in the therapist lounge. These psychotherapy notes are for individual use and do not form part of the client file, so no right of access is required. They should not contain any identifying data nor be disclosed outside the context of supervision or professional consultation. Rough drafts of official client paperwork or notes from sessions should be removed and destroyed after being transcribed to a permanent document such as a formal intake report or progress notes, etc. All paperwork regarding clients, either official client paperwork or more informal psychotherapy notes, should be kept secure and confidential at all times.

5.4e Phone Messages

Confidentiality issues may arise when leaving messages on answering machines and voice mail; thus, no message should be left without prior permission of the client.

5.4f Therapist Lounge and Workroom

The Clinic Work Room has been provided for use by students in practicum. In addition to providing working space, this area may contain files with psychotherapy notes, raw assessment data, etc. **These files are to be kept in the locked file cabinets located in the workroom unless the therapist is seeing the client, preparing for a session, or using the file in supervision.** Under **NO** circumstance may files be removed from the building. It is necessary that every effort be made to insure confidentiality of client data and to insure that other items contained in work areas are safe. No session recordings will be released from the Clinic unless specifically approved by the supervisor and clinic director (e.g., for legal purposes).

5.4g Referral for Psychiatric Evaluation for Medication

If a therapist and supervisor determine that medication may be of benefit to a client or that a medication review by a psychiatrist is called for, referral is available to the TTU Student Health Services psychiatric clinic or TTUHSC Department of Psychiatry. In such instances, a client may be given the phone number directly. However, if the client would prefer that the therapist make the initial contact he or she may do that provided that the client signs a release of information form allowing you to make the call and disclose confidential information. It is advised to have the client sign a release of information form for any outside provider he or she may be referred to, in case communication with that provider is desired or warranted over the course of treatment.

5.4h Additional Exceptions to Confidentiality

According to Texas Statute 611.004 of the Health and Safety Code, disclosure of client information is allowed without client consent under the following circumstances:

- To a governmental agency if the disclosure is required or authorized by law

- To medical or law enforcement personnel if the professional determines that there is a probability of imminent physical injury by the patient to the patient or others or there is a probability of immediate mental or emotional injury to the patient
- To qualified personnel for management audits, financial audits, program evaluations, or research, in accordance with Subsection (b)
- To a person who has the written consent of the patient, or a parent if the patient is a minor, or a guardian if the patient has been adjudicated as incompetent to manage the patient's personal affairs
- To the patient's personal representative if the patient is deceased
- To individuals, corporations, or governmental agencies involved in paying or collecting fees for mental or emotional health services provided by a professional
- In an official legislative inquiry relating to a state hospital or state school as provided by Subsection (c)
- To designated persons or personnel of a correctional facility in which a person is detained if the disclosure is for the sole purpose of providing treatment and health care to the person in custody
- To an employee or agent of the professional who requires mental health care information to provide mental health care services or in complying with statutory, licensing, or accreditation requirements, if the professional has taken appropriate action to ensure that the employee or agent:
 - will not use or disclose the information for any other purposes; and
 - will take appropriate steps to protect the information
- To satisfy a request for medical records of a deceased or incompetent person pursuant to Section 74.051(e), Civil Practice and Remedies Code.

5.5 Security of Materials, Data and Client Information

Each therapy room and some testing cubicles have a webcam that is used to record sessions. Intake appointments are NOT recorded. All other sessions are to be recorded unless explicit exceptions are discussed with, and granted by the faculty supervisor.

5.5a Digital File Security

Digital files of sessions are NOT to be saved to a disk or stored on any other website, personal computer or media device (iPod, iPad, etc.). Digital files are confidential information. Accessing or taking digital recordings of sessions outside of the psychology building is permitted under the following conditions:

- **The user must be in a secure and private location such as his or her home or another private office.**
- **No other individual, including but not limited to partners, children, friends, family members, etc., can be in the room during viewing.**
- **A safe practice would be to use headphones when watching a session when another person is in the home.**

- **Once a file is viewed all links to the file are to be erased from the viewer's computer.**
- **Duplicating digital recordings or saving a digital recording to a local hard drive is STRICTLY PROHIBITED and may result in disciplinary action against a student for violation of client confidentiality.**

5.5b Storage of Client Digital Files

Digital recordings of files must remain on the clinic's designated TTU server. Titanium records are automatically stored on the TTU TOSM server. Certain client files (e.g., SAP raw scores, therapist notes, etc.) may be stored in therapist files at:

<\\TechShare.tosm.ttu.edu\depts\psychology\clincidocs\your student folder>. See instructions for establishing a connection to TechShare in the Titanium Manuals.

- Therapists need to be sure to password protect documents saved to the TechShare folders.

5.5c Deletion of Client Digital and Electronic Files

Digital recordings of sessions **must be deleted from the server every three weeks** by the therapist unless a supervisor or the clinic director has requested that a session not be deleted for legal or training purposes. Some files may be retained if a client is continuing services the following semester.

- Electronic notes and other files kept in therapist folders in TechShare must also be deleted at the end of each semester unless the therapist is continuing to see the client the following semester or the case is being transferred.
- When cases are transferred, any electronic files that are needed by the new therapist must be transferred to that therapist's folder on TechShare prior to the onset of the following semester.

5.5d Storage of Digital Recordings of Sessions

Digital recordings of sessions should be stored in the student's mapped network drive for his or her eRaider folder in the clinic practicum sessions folder in TechShare (see therapist Titanium Manual for instructions on how to map the drive on TechShare and save digital recordings).

5.5e VPN Off-site Access to Client Electronic Files

It is possible to access Titanium from home if you use a PC. In order to do so you must first establish a VPN network with TTU. Instructions on how to set up this network are available at <http://www.depts.ttu.edu/ithelpcentral/solutions/VPN/>

Once you go through the steps for VPN you will have two connections pop up at the bottom icon on your computer – your wireless connection and the TTU connection. Both can run at

the same time. Once the VPN is established, you can then establish a connection to Titanium and to the TechShare folder.

- To access Titanium: Click to open the My Computer icon on your computer.
 - Clear the word "computer" from the window
 - Type in the link <\\TechShare.tosm.ttu.edu\depts\psychology\titanium>
 - Double click on Run SetupWorkstation90SP1a.exe. to install
 - Use the default settings and click NEXT when prompted.
 - The "shell" for Titanium should install.
 - In the same link as above you should see the Titanium icon



- Right click on the shortcut icon. A window will open. Click "send to" and select Desktop. This will place the Titanium icon on your desktop and should open the program for you so long as you are connected via VPN.
- Connecting to Titanium via a VPN connection means that you will have remote access to client files. This poses a particular security risk. It is absolutely essential that anyone who is accessing Titanium from a remote location ensure that client information remains protected. Thus, no other person should be present or have access to your computer while in use with Titanium. Upon completion of your work you must be certain to exit the program.

5.5f Release of Client Records

Only certain documents or information contained in a client's electronic file may be printed and released from the psychology building. Any documents (e.g., correspondence to collateral contacts) that contain patient identifying information or personal health information (see TechShare for list of PHI information) cannot be printed and removed from the clinic, electronically transmitted to anyone other than clinic and faculty personnel or released to third parties without express written permission of the client **and** permission of the faculty supervisor. Therapists must obtain a signed *Release of Information Form* (form on Techshare) from clients before releasing any information to third parties about the client's participation in therapy or his or her care. Correspondence to clients such as letters sent by the therapist to the client to confirm appointments can be issues without a release as these types of correspondence were reviewed in the patient's signed informed consent.

- Records may be removed from the clinic's jurisdiction and safekeeping only in accordance with court order, subpoena, statute or a signed authorization for release of records by a client and/or client representative.
- In addition to legal requirements, each client has a right to an accurate, up-to-date record of services rendered. However, should a client request to see clinical information from his or her file the therapist must first check with the practicum supervisor to determine how best to review the information requested by the client.

- Any paper documents associated with the client file will be scanned into the client's Titanium file and shredded thereafter.
- **Unauthorized removal of client file information from the clinic is grounds for disciplinary action.**

5.5g Charges for Copies of Client Records

Charges for copies of records will be assessed as follows:

- For clients: \$.50 per page for the first 20 pages; \$1.00 per page thereafter
- For attorneys: \$1.00 per page for the first 20 pages; \$2.00 per page thereafter

5.5h Reasons the Electronic Record is Important

The kind of information recorded in the client's electronic record is extremely important for a number of reasons:

- It is the primary instrument for recording the client's problem and the treatment planned.
 - When a therapist leaves the clinic or a case is transferred to another practicum section, the record should be sufficiently detailed to permit continuation of care.
 - It is the only real defense against malpractice and liability suits.
 - It is a document that can be reviewed by the patient.

5.6 Maintenance of Paper Files (e.g., therapy notes, test data)

It is the therapist's responsibility to return a client's paper file to the file cabinet in the workroom for secure storage. Paper files may only be taken out of the file cabinet when the therapist is seeing the client, preparing for a session, or using the file in supervision. Under no circumstance may files be removed from the building.

5.7 Limits and Disclosures

Confidentiality applies to all case sensitive information in the clinic (e.g., electronic client files, digital recordings, and formal/informal contacts).

- Only paid Clinic employees, graduate student therapists, faculty, and the Clinic Director are to access confidential information. Access is limited to work related activities only.
- Clients are informed by clinic staff that trainees are under the direct supervision of a faculty supervisor who will observe therapy sessions via digital recordings. This and any other potential limits to confidentiality will be explained in full to clients prior to the onset of receiving services by clinic office staff.

- The APA ethics code requires therapists to notify clients of the name of their current supervisor: *“When the therapist is a trainee and the legal responsibility for the treatment provided resides with the supervisor, the client/patient, as part of the informed consent procedure, is informed that the therapist is in training and is being supervised and is given the name of the supervisor” (2002 APA Ethics Code, section 10.01(c)).*
 - The therapist must update their clients regarding the name of the faculty supervisor when at the onset of each semester.
- Standard 4.03 of the APA Ethics Code states: *“Before recording the voices or images of individuals to whom they provide services, psychologists obtain permission from all such persons or their legal representatives.”*
 - Therapists should remind clients prior to the onset of therapy that sessions will be digitally recorded and shared with practicum students and the practicum supervisor.
- Student therapists will ensure that any client questions regarding the protection of, and limits to client confidentiality are answered and understood. Student trainees will also inform clients of the availability of the attending faculty supervisor should the client have concerns or questions about his or her care.

SECTION VI: INFORMED CONSENT

According to the APA Ethics Code Standard 3.10: “When psychologists conduct research or provide assessment, therapy, counseling or consulting services in person or via electronic transmission or other forms of communication, they obtain the informed consent of the individual or individuals using language that is reasonably understandable to that person or persons except when conducting such activities without consent is mandated by law or governmental regulation...”

6.1 Adult Consent Form

All adult clients are given a consent form to read and to keep (form on TechShare) by office staff when they begin services at the clinic.

6.2 Adolescent Consent Form

A consent form is available to adolescents ages 13-17 (see form on TechShare). This form is given to the client and his or her parent by office staff and should be reviewed by the therapist to ensure that all questions the adolescent client and his or her parents may have are answered. Though parents or a legal representative is required to give consent in most instances, adolescents are able to assent to services in the clinic.

6.3 Group Consent Form

A separate consent form must be used with group clients (form on TechShare).

6.4 Informed Consent and Fee Agreement Form

All clients must sign the appropriate *“Informed Consent and Fee Agreement”* form (form on TechShare) when initiating services at the clinic. This form acts as the signature page for consent and an acknowledgement and promise to pay for services received.

6.5 Disclosure of Client Information to a Third Party

Clients must complete the *Release of Information Form* (form on TechShare) in order to give the clinic authorization to disclose protected information from clinical records. A release of information is required before any information can be exchanged with individuals or agencies outside the Clinic. This includes written and oral transfer of information.

- All information released in any form must be discussed with the client in advance.
- Disclosures must be limited to the minimum necessary to carry out the intended purpose of the request.
- When completing this form, the client designates the specific person to whom the information will be disclosed and/or released to, as well as the purpose of the disclosure.
- Sample letters are available on Techshare.

6.6 Consent to Treatment by a Child

According to Sec 32.004 of the Texas Family Code a child may consent to counseling without consent from parents, a managing conservator or guardian for suicide prevention, chemical addiction or dependency, or sexual, physical, or emotional abuse. In addition, a psychologist, with or without the consent of the child who is a client, can advise the child's parents or, if applicable, managing conservator or guardian of the treatment given to or needed by the child; and rely on the written statement of the child containing the grounds on which the child has capacity to consent to the child's own treatment. Exceptions to this include when consent is prohibited by a court order.

6.7 Revocation of Consent

According to Sec. 611.007 of the Texas Health and Safety Code, a client or a client's legally authorized representative may revoke consent to release or disclose information to another professional at any time. A revocation is valid only if it is written, dated, and signed by the client or his or her legally authorized representative.

SECTION VII: CLINICAL CASE MANAGEMENT

When conducting therapy, trainees work collaboratively with clients and in consultation with their supervisor to conduct an initial assessment, formulate a treatment plan, enumerate treatment

goals, and conduct on-going evaluation of the treatment provided. Modalities employed in service delivery include but are not limited to psychodynamic, interpersonal, behavioral, CBT, humanistic and evidence-based services to clients.

7.1 Maintenance of Client Files and Electronic Documentation

Official files are kept on all clinic clients. Their primary purpose is to document the client's treatment history at the clinic. Documentation requirements are based on guidelines derived from professional and ethical standards, legal considerations, research needs and supervisor preferences. Files are extremely valuable when clients need continued care with another professional, when there are legal issues around the case, and when there are issues regarding billing.

- **Therapists are responsible for maintaining the files and that the files are kept up to date. An authorized clinic staff member and/or the clinic director will monitor files kept in Titanium (via task lists) and in TechShare folders to help make sure that requirements are met, and that TechShare files that are no longer needed are purged in a timely fashion.**

7.2 Integrity of Case Files

The clinic has a legal and ethical obligation to maintain the integrity of clients' files. As such, case files documents are not be taken out of the building at any time. All records are confidential, and therapists are responsible for the confidentiality of those records. If the therapist requires any part of a client's record for their use in supervision (i.e., formal intake report, assessment evaluation report, etc.) then copies may be made. The copies will be treated as confidential material and great care must be taken to keep all files, copies, and personal notes secure (e.g., locked desk drawer or filing cabinet). When the copies' purpose has been completed, the copies must be shredded.

7.3 Assignment of Clients

All new clients will undergo a phone screening conducted by clinic staff. Once the screening is completed in Titanium clinic staff will do their best to determine which student therapist might be most appropriate for the client. This determination will be based on several criteria including assignment guidelines set by respective supervisors, therapists' level of training, the nature of the clients' presenting problem and each therapist's caseload.

- A phone screening will be conducted separately for couples. With regard to families, separated screenings may or may not be conducted with individual family members as often family information can be elaborated during the intake interview.
- When a closed file is re-opened because a client previously treated or assessed in the Clinic is once again seeking services, the same intake procedures will be followed as is instituted for new clients. If an electronic file does not exist for the client, office staff will establish the electronic file which will be linked to the client's old record. **Clients who**

have been seen previously in the clinic and have a paper file will be assigned a 5-digit case number in Titanium.

- Clients seen at the clinic previously who have since terminated will be reassigned to their original therapist whenever possible.
- Screenings are sent to a supervisor unsigned. Rejected cases are returned unsigned to the codirector for reassignment. Cases that are accepted are signed on line #2 and forwarded back to the codirector. The codirector will then lock the note by signing on line #3. This will remove the note from both the codirector and supervisor task list.
- Once the supervisor receives notification in Titanium, he or she will have **24 business hours** to review the case. The supervisor will indicate whether or not the case will be accepted or rejected.
- If accepted, the student will be notified via Titanium that he or she has been assigned a new client.
- If rejected, office staff will reassign the client to another therapist.

7.4 Therapist Caseloads

In general, therapists are expected to carry an active caseload of 4-6 cases at a time. A therapist may have more clients on his or her caseload; however, this is the minimum number of clients that are seen on a weekly basis.

- At times, it may be necessary for a therapist to be assigned more therapy or assessment cases to help maintain an active caseload and keep their number of clinic-related hours at an expected level.
- New clients will be assigned to therapists as former clients are terminated or discontinue therapy and / or as psychological assessments are completed.
- If a therapist is working with groups or families the total number of active cases in his or her total caseload may be reduced. Although clinic staff and supervisors will keep track of therapist's caseloads, the therapist should immediately inform the clinic staff when an opening in his/her caseload occurs.
- Once a duty of care is initiated with a client work with that client is to be carried to completion unless a therapist is leaving campus (e.g., for internship or beginning practicum elsewhere).
- Therapists should not decline new case assignments except in unusual circumstances such as when a dual role relationship exists. Should a therapist believe he or she cannot effectively or ethically provide services to a client, he or she must discuss the situation with the practicum supervisor immediately. The case may be transferred only with a supervisor's approval.

- If a therapist would like an additional client, but his or her caseload is considered “full” by the practicum supervisor, therapist is encouraged to discuss the possibility of an additional case assignment with that supervisor. If the supervisor agrees that the therapist can take on additional clients, the therapist must notify office staff that he or she is able to accept new clients.
- In cases where a client informs the clinic staff that he or she would like to be assigned to a different therapist in the Psychology Clinic, the client will first be encouraged to discuss the request with his or her current therapist.
 - If for some reason the client is unwilling to discuss this with his or her current therapist office staff with contact the therapist and therapist’s supervisor to inform them of the request and to determine how best to proceed with the client’s care.
- Whenever possible, special requests for case assignments (child, family, specific clinical issues) will be honored. However, factors such as the needs of other practicum sections, student training needs, supervisor preferences, etc., will be considered before requests are granted.
- The practicum therapist (along with his/her assigned faculty supervisor) is responsible for all clients past the end of their current semester until faculty supervising the following semester are on duty. This responsibility extends to both student and supervisor regardless of whether the therapist and / or supervisor are scheduled to be in the clinic during the upcoming semester.
 - Responsibility of a practicum therapist and faculty supervisor for a client ends prior to this time only when a client is transferred or terminated.

7.5 Scheduling and Managing Appointments with Clients

7.5a Scheduling Intake Appointments

A therapist will be notified via Titanium that he or she has been assigned a new client. Upon receipt of that notification the client **must be contacted within two business days** to schedule an intake appointment.

- An attempt should be made to contact the client for 3 consecutive working days. If after those attempts the client has not been reached a letter should be sent to the prospective client to inform him or her that no further action will be taken on the case if the clinic is not contacted by a date specified in the letter. The specified date should **not exceed 1 week from the date the letter was drafted** (example on TechShare).
- Intake appointments are scheduled for two hours. Clients should fill out the *Standard Assessment Protocol* (SAP) at the initiation of the appointment (see Section 8.7). Testing cubicles should be reserved in the Titanium Schedule for this purpose. Testing cubicles A

and E are equipped with the SAP online. A summary sheet of the results of the SAP will be scored by clinic staff and saved to the client's electronic file prior to the onset of the intake interview. (The exception is when several clients are waiting to be checked in to the clinic. In such cases, the results of the SAP will be made ready for the therapist ASAP).

- Intake sessions are to be completed using the appropriate *Intake Data Form* in Titanium (example on TechShare).

7.5b Scheduling a Client Appointments

Therapists are responsible for scheduling client appointments (individual, group, couple, family, assessment) using Titanium Scheduler (see Titanium manual). **Therapists MUST inform clinic staff whenever a client appointment is scheduled, moved, or cancelled so that billing information for all client appointments remains accurate.** Once an appointment is completed, the therapist must indicate on the schedule in Titanium that the client attended (see *Titanium Manual for Therapists*.)

- When a client is scheduled for his or her last session with a therapist, the therapist should schedule the appointment using the "Final Session" appointment from the drop down list in Titanium so that the office can collect any fees that may be due on the account at the time the client checks in for the session.

7.5c Client Arrival

When a client arrives for his or her appointment, he or she will check in with office staff. At that time clinic staff will access or establish the client's electronic file and collect the appropriate fee based on the client's income information. New clients will be given consent forms and other office paperwork to review, fill out and sign. At this time clients will also be informed of any opportunities to participate in research that may be ongoing in the clinic. Clients who are interested will be given the *Research Participation Form* which will then be scanned into the client's electronic file.

Therapists should wait for their client in the therapy room they have scheduled for the session. The therapist must be logged into Titanium under his or her user name prior to the client's arrival. Clinic staff will check the client in and upon doing so the therapist will be notified by a "pop-up" window on the computer that his or her client is ready to be seen.

7.5d Scheduling Assessments

LD/ADHD testing is scheduled in Titanium as an Appointment. This allows us to produce a statement for billing and will generate notes.

7.5e No Show or Cancelled Appointments

No show and cancelled appointments must be tracked in Titanium and must not be deleted. Advise the clinic office of any "no show" or cancelled appointments. A client's file needs to be

an accurate reflection of all attendance. For example, you may have one client's cancelled appointment and another client's attended appointment listed in the same hour.

7.5f Recurrent Appointments

Recurrent appointments can be scheduled using Titanium. However, you must first check to be sure that no placeholders are set in the schedule where you plan to make client appointments. **If an appointment is scheduled over a Placeholder in Titanium, the Placeholder will be hidden. Thus, unless the scheduled is checked to be certain a desired time slot is clear it is possible to schedule an appointment OVER a placeholder.** Titanium will NOT alert users in this case.

7.5g Length of Appointments

Initial intake appointments are 2 hours in length. During the first hour the client will sign consents, determine fee eligibility and complete the SAP (see Section 8.7) Individual appointments are 50 minutes long and begin at the top of the hour or half hour (last half hour session is at 3:30pm). First appointments of the day may be scheduled at 8:30am.

- Once a client is escorted to the lobby after the session it is essential that the therapist return to the room where the session was held to check that no client files have been left on or saved to the PC desktop and to logoff the computer. If any unsecured electronic or written records are discovered by any therapist or by clinic staff, notify the originator of the record immediately. If she or he cannot be located, notify clinic staff, the practicum supervisor and / or the clinic director. **Failure to secure records may lead to disciplinary action.**
- It is important that sessions end on time to allow for the next therapist to login to Titanium in preparation for his or her client session.
 - In order to allow time for incoming therapists to set up rooms for the next appointment, sessions must end promptly by 10 minutes to the hour. Office staff will gently knock on the door at 5 minute to the hour if the session is running late and another therapist is waiting.
- It is critical that last sessions of the day end on time. If a session has not concluded by 7:50pm on days the clinic is open late, the codirector will knock softly on the door to prompt termination of the session. The only exception is when a client is in crisis.
- ***Note: Failure to manage session time effectively will be reported to the clinic Director who will notify the student's supervisor. Continued disregard for session time limits may result in disciplinary action for failure to maintain professional conduct.***

7.5h Waiting for Clients

Therapists must wait in the room they have scheduled and be logged into the computer to be notified of their client's arrival via Titanium. A window will pop up to tell you your client is

here. Be sure to log out afterwards so client names aren't up on the screen when the client enters the room.

- Since clients may be late, **therapists should wait a minimum 15 minutes and** check their Titanium Schedule to see if the clinic office indicates the appointment has been cancelled or is a “no show” before leaving the Clinic.

7.5i When a Therapist Must Miss an Appointment

It should be rare that a therapist must cancel an appointment. This may occur cases of illness, an emergency, or for approved absences (e.g., travel to conferences, vacation). When absences are unforeseen, the clinic staff will contact the client(s) so that the client will not make a needless trip to the Clinic. When a therapist knows in advance that he or she may miss an upcoming appointment with a client, he or she is responsible to contact that client to reschedule well in advance. The therapist should also notify his or her supervisor and the clinic staff if an absence must occur.

7.6 Transfer of Cases

Transfers are completed when a client is not terminating treatment but his or her case is being transferred to another therapist working in the Psychology Clinic. Although transfers can happen at other times, transfers typically occur when a student therapist is completing his or her practicum work in the Clinic and moving on to a new practicum site or internship.

- When a therapist plans to transfer clients, he or she must inform his/her practicum supervisor well in advance in order to arrange for the transfer to another therapist in a timely manner.
- The current therapist must complete a Transfer Summary note for all transfers. Instructions for how to complete this note are in the Transfer Summary note template in Titanium (as well as in the Therapist Operations Manual).
- The current therapist discusses options for transferring the case with the clinic staff as well as the potential new therapist. The clinic staff will check the desired therapist's caseload to be sure that he/she is able to accept the case.
- If transfer of the case involves a new supervisor, clinic staff will send the new supervisor a Transfer – Reassignment note to inform him/her of the potential new assignment. If the new supervisor approves the transfer the new therapist will receive a note in Titanium to inform him/her of the transfer assignment. If the case is not approved, clinic staff will arrange for assignment to another therapist.
- Once reassigned, the current and new therapist will meet to discuss the case.
- Whenever possible, it is highly recommended that when transferring a client to another therapist that the present therapist bring in and introduce the new therapist to the

client prior to the client's last session with his or her current therapist. Being transferred is often a stressful and uncomfortable experience for the client. Introducing the client to the new therapists helps maintain a continuity of care which often aids in the client continuing treatment. (See section 7.8f for documentation requirements)

- The office manager will only adjust therapists' official caseload number when the office manager receives a transfer re-assignment note (indicating that the past therapist no longer needs access to the file (**this can NOT be done based only on verbal reports from therapists/supervisors**)). However, therapists can provide verbal report of their adjusted caseload to the clinic office staff to add an unofficial "*" next to their former client's name prior to completion of paperwork to note that a client is no longer apart of the therapist's caseload. Clinic office staff will take this into account during case assignment.

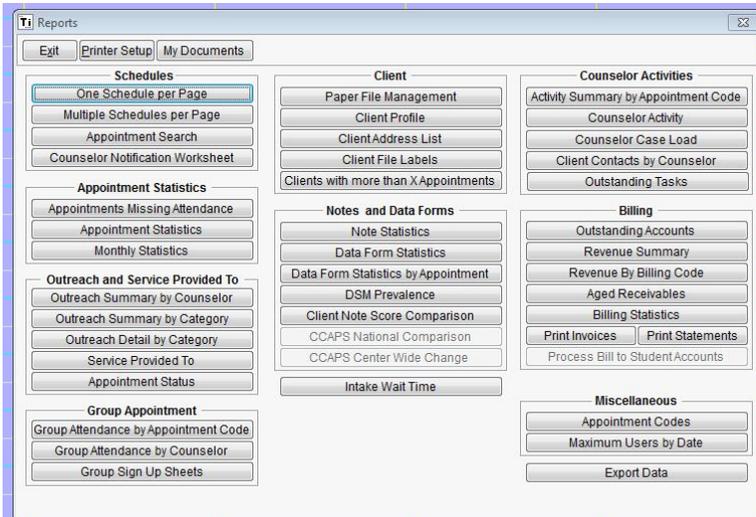
7.7 Termination of Cases

The successful termination of the psychotherapy relationship is each therapist's goal. The ending phase includes a review and reinforcement of individual change which has occurred in the therapy; the therapist guides the departing client to a resolution of the relationships with the therapist and the individual is helped to face future life demands with the tools provided in the therapy. The ending process of therapy may also arouse a reappearance of presenting symptoms and/or previous conflicts that have been dealt with in treatment. Additionally, the ending may trigger unresolved conflicts related to previous losses and separation.

- When a therapist plans to terminate a client, he or she must inform the practicum supervisor well in advance in order to discuss any pending therapeutic issues and to begin discussion of termination with the client.
- It is essential to allow clinic staff sufficient time to process files for clients who are terminating. The clinic staff will only adjust therapists' official caseload number when the office manager receives a termination summary (this can NOT be done based only on verbal reports from therapists/supervisors). (See section 7.8g for documentation requirements) However, like with case transfers, therapists can provide a verbal report of their adjusted caseload to the clinic office staff to add an unofficial "*" next to their former client's name prior to completion of paperwork to note that a client is no longer apart of the therapist's load. Clinic office staff will take this into account during case assignment.

7.8 Caseload Reports

Titanium is able to generate a number of reports about client and therapist activities (see diagram below). Therapists or supervisors who would like a report relevant to their practicum caseload may request one be generated by office staff.



7.9 Notes and Maintenance of Task Lists

The Task List is accessed under the “Open” tab in Titanium. This list serves as the main communication “hub” in Titanium and **should be checked daily**. All communication in Titanium takes place via a note system. Specific note templates have been designed in Titanium to manage client records and communications between parties using Titanium software. Many notes contain instructions for both therapists and supervisors to ensure the correct execution of Titanium procedures and maintenance of client records. Thus, all users of Titanium should read the text contained in note templates.

- All clinical documentation in Titanium must be locked (i.e., signed on Line 3) by the clinic director, the office manager, or the faculty supervisor.
- Security level for therapists allows them to sign only on line #1
- The security level for codirectors allows them to sign on line #2 or line #3 ONLY when line #1 is NOT signed.
 - Note templates often explain who the appropriate party is to sign on Line 3. Should a note need to be “unlocked” due to an error, contact the clinic director or office manager who can unlock and reroute the note.

7.9a Student Task List

The student task list will tell you if you have any past client appointments that need notes or signatures, if you have any notes forwarded from your supervisor that need to be revised, and any past appointments where Attendance was not noted, notes were not distributed (in the case of group, family or conjoint appointments) or if additional information is needed in the client’s file. In addition, this list is where you will receive communications from clinic staff concerning client calls, messages, cancellations, etc.

- Miscellaneous and Correspondence Notes can only be cleared from task lists by sending the note to a supervisor and having the supervisor sign the note on line #3.

7.9b Supervisor Task List

The supervisor task list will tell you if you have any notes, assessments, intakes, etc., from students in your practicum that need to be reviewed and signed. You will also receive notifications from your supervisees concerning client communications. The reason for this is that in order to clear the communication from all parties' task list, the supervisor must sign the note on line #3. Supervisors may also use the task list to communicate with students in their practicum section about issues related to case management and supervision.

7.9c Clearing the Task List

Task list document will be cleared once the note is opened and signed on line #3. Who signs which type of notes on line #3 can be found in the Titanium manuals and in specific sections of this document.

7.10 Client File Documentation

A copy of documents that are scanned by office staff into a client's Titanium file are automatically saved in the 'clinicdocs/scans' folder on TechShare. This folder will be purged each semester.

The following guidelines are meant to serve as a guide for clinical case management and documentation of client-related matters. These guidelines reflect the minimum standards of the Texas State Board of Examiners of Psychologists regulations, section and common sense. Thus, the guidelines are minimalist in nature and **do not in any way substitute for the requirements deemed essential for successful completion of practicum set forth by: 1) either the Counseling or Clinical programs, or 2) by any one practicum supervisor, regardless of program.**

- Be specific, concise and objective.
- Be sure to directly address any sensitive issues such as suicide, potential dangerousness and suspected child or elder abuse.
- In addition to documenting each and every patient contact be sure to document skipped appointments, telephone calls, contacts with significant others, and consultations you have obtained as appropriate. Copies of correspondence related to the case must also be a part of the record.
- Printed or faxed records and psychological reports should be marked "CONFIDENTIAL."
- All therapist entries must be countersigned by the practicum supervisor.
- Always consider the possibility that persons such as the client or others may eventually read the file. Thus, it is important to use judgment so that you will avoid using injudicious slang or pejorative terms when writing progress notes, intake reports or anything else in the client's file.

- Consider what will be of help to another therapist who may work with this client in the future as well as what may help minimize potential confusion or distortion of meaning should the file be examined by the client, another therapist, or by someone else as the subject of a court order.

7.10a Client Intake Data Form (non-narrative)

Client intake reports must be completed using the appropriate *Intake Data Form* in Titanium (form on TechShare). These forms are to be filled out during the client's initial 2-hour intake appointment.

7.10b Intake Reports (narrative)

Completion of a "formal" narrative intake report in addition to the *Intake Data Form* may or may not be required by a practicum supervisor. If required, students **MUST** complete the report. Be sure to check with the supervisor regarding this requirement **as well as the time allotted to complete the report**, at the onset of the semester. See TechShare "Intake Forms" folder for an outline for writing a narrative intake report.

- No intake report is necessary if one has already been completed for the client (e.g., transfer clients).
- Clients must be given a diagnosis either after the intake or within 2-3 sessions thereafter. This is important for statistical purposes. Remember that a diagnosis can always be modified.

7.10c Client Progress Notes

Client progress note templates are available in Titanium. Templates are available for SOAP notes, DAP notes and narrative notes. The type of template used is determined by the practicum supervisor. Regardless of the type of note used, all documentation concerning clients should be comprehensive, accurate and well organized. Standard abbreviations may be utilized if approved by the practicum supervisor. All records should be grammatically correct and free of spelling errors. Once a note is completed, the note should be signed on line #1 by the therapist and forwarded to his or her supervisor for review.

- **Progress notes should indicate any high-risk behaviors** (e.g., suicidal ideation/attempts, homicidal ideation) reported by the client. In addition, the **note should indicate plans for any follow-up assessment or institution of commitment to treatment agreements, crisis response plans and/or detailed recording of notifications to authorities.**
- **Progress notes should be signed on line #1 by the therapist and forwarded to the supervisor who will sign line #3 and lock the note.**

- **In addition, progress notes may contain the following:**
 - Purpose of visit: why the patient came to the Clinic [e.g., assessment feedback, for ongoing psychotherapy session, etc.]
 - Nature and length of the service provided [e.g., individual session; 50 min]
 - Who attended
 - Objective findings: What was observed during the appointment [e.g., nature of test findings, major issues patient chose to deal with in therapy session, etc.]
 - Any new relevant information
 - Services/interventions rendered: What was done in the session [e.g., dealt with specific issues in therapy, continued relaxation training, etc.]
 - Homework assignments and completion
 - Response to treatment: How the client reacted to what was done [e.g., responded well to interpretations, was able to successfully approach feared situation after desensitization, etc.]
 - Plan: What is expected to be done next session [e.g., see for next session in one week, terminate therapy, refer elsewhere, etc.]

7.10d Group Progress Notes

An individual note for each group client in attendance should be completed following each group session. The note may document the client's level of participation, quality of feedback given and received, and specific client issues discussed. Individual notes should not identify other group members by name.

7.10e Progress Summary Report

Use of the *Progress Summary Data Form* which is available as a data form in Titanium, is up to the discretion of the practicum supervisor and must be completed for clients if required. Likewise, unless required by a supervisor, a progress summary is not required when a client is either transferring to another therapist or terminating treatment at the end of a semester. In such cases, either the *Transfer Summary Data Form* or *Termination Summary Data Form* in Titanium must be completed.

- Progress summaries should be completed using the *Progress Summary Data Form* in Titanium.

7.10f Client Transfer Summary Report

A client *Transfer Summary* template is available as a Data Form in Titanium. Transfer Summaries are to be filled out whenever a therapist will be transferring a case to another clinician in the clinic (e.g., when the treating therapist is leaving the clinic for internship, etc.).

- A *Transfer Summary Form* and all other documentation associated with the client must be completed prior to actual transfer of the case.

- Once completed, the Transfer Summary is signed on line #1 by the therapist and sent to the practicum supervisor for review. If no changes are needed the supervisor will sign the note on line #2 and forward the note to the office manager. **Transfer Summaries must be sent to the office manager so that cases can be appropriate reassigned in Titanium.** The office manager will sign the note on line #3 which will lock the note and clear it from task lists.
- A diagnosis is required on all Transfer Summary Reports

7.10g Termination Summary Reports

Termination Summaries are to be filled out whenever: 1) a client initiates the termination of therapy, 2) a therapist initiates termination of therapy with a client, 3) the client and therapist mutually agree that termination is appropriate, 4) a client fails to show for a return appointment and unable to be contacted or 5) a client is no longer able to continue treatment (e.g., incarceration, prolonged illness, death).

- Once completed, the Termination Summary is signed on line #1 by the therapist and sent to the practicum supervisor for review. If no changes are needed the supervisor will sign the note on line #2 and forward the note to the office manager. The office manager will sign the note on line #3 which will lock the note and clear it from task lists.
- A diagnosis is required on all Termination Summary Reports
- A Termination Summary Report should be completed within 5 business days after the client's last session.

7.10h Treatment Plan

Treatment plans help guide the therapy process and increase the probability that the therapist and client will both "go in the same direction" as the issues that brought the client to treatment are addressed. The plans form a contract for the work that the client and therapist will do together. These plans can often be empowering for many clients. A treatment plan can be developed with or without the client but should ultimately be reviewed and agreed upon by the client. Supervisors may or may not require treatment plans to be completed.

- At a minimum, a treatment plan should include: (a) Identifying Problem, (b) Long Term and Short Term Goals, (c) Interventions, (d) Frequency, (e) Treatment Modality, (f) Outcomes, (g) Completion Date for Goal(s), and (h) Who is Responsible for Treatment Services.
- If required, treatment plans should be completed no later than the third session after intake. Treatment plans can be up-dated when needed but should be reviewed by the therapist and supervisor at least once every six months.

7.10i Timeliness of Documentation

All clinical documentation should be completed in a timely fashion. However, practicum supervisors may stipulate when certain client documentation is due. Students must comply with these stipulations.

7.10j Psychotherapy Notes

The federal *Health Insurance Portability and Accountability Act* (HIPAA) distinguishes between a patient's **official medical record** (i.e., the client's official file), which is more accessible to patients and managed care companies, and **psychotherapy notes**, which HIPAA excludes from patient or managed care access. The **official medical record** is considered to include the more objective facts regarding work with the client, such as appointment times, modalities & frequencies of treatment furnished, results of clinical tests, and any summary of diagnosis, functional status, treatment plan, symptoms, prognosis, and progress to date. **Psychotherapy notes** are records documenting or analyzing the contents of private, family, joint, or group counseling session that are separated from the rest of a client's medical record.

- According to HIPAA guidelines, therapists are not required to keep psychotherapy notes. Thus, all information can be included in the client's official file. However, if they so choose, therapists can keep additional information (beyond the minimal amount of information that is listed above) in a separate psychotherapy notes folder or electronic file. Written material must be kept in the locked file cabinet in the Therapist's workroom. Electronic psychotherapy notes must be password protected and kept in the therapist's TechShare folder.
- Psychotherapy notes are less accessible to the client. Therefore, therapists are encouraged to restrict more speculative interpretations of work with clients to psychotherapy notes which are not included in the official client file.

7.10k Correspondence to the Client or Others Designated by Client

There are times when written correspondence must be sent to the client or others. In such instances, appropriate form letters are prepared. Once signed by the therapist and supervisor, the original letter is sent to the client or person designated by the client and a signed copy is retained in the file. This information should follow the HIPAA and the Privacy Rule regulations.

Psychology Clinic letterhead and Psychology Department envelopes are available at the clinic office. This stationary is available to Clinic staff members and therapists to write letters or other documents associated with Clinic business. When sending mail, make sure to use the "CONFIDENTIAL" stamp in the upper left-hand area of the envelope (by the return address). Should the envelope be returned, this will minimize the risk of someone else opening the envelope and potentially breaching a client's confidentiality.

7.10l Email Correspondence

Currently, it is recommended that therapists avoid contacting clients through email unless no other means of communication have worked. Much information passed along the Internet is

not secure and therefore can breach confidentiality. Also, the HIPAA regulations set guidelines regarding the transmission of electronic data. Clients should be informed that information transmitted via email may not be secure and therefore may not be confidential.

SECTION VIII: PRACTICUM REGISTRATION AND PROCEDURES

- All students who see clients in the clinic must be registered for a minimum of 2 semester hours of PSY 5002.
- Practicum students are required to report their practicum hours to their respective program director and/or practicum coordinator each semester.
- Practicum assignments for the next semester or summer session should be forwarded to the Clinic Director and Office Manager no later than two weeks before the last class day of each semester. This will assist clinic staff members in facilitating client assignments for the following semester.

8.1 Tracking Practicum Hours

Students are responsible to track their practicum hours for every site in which they receive training. Tracking these hours systematically will make completion of the AAPI form much easier when applying for internship. Students are encouraged to use one of the methods below to track their hours. Regardless of the method used, students are required to submit a copy of their practicum hours the complete for each site at the end of each semester to their program's practicum coordinator.

8.1a Time2Track

Time to Track is an online program that allows you to track all aspects of clinical hours at the Masters, Doctoral and Internship training levels. The Psychology Clinic at TTU is registered with Time2Track. This registration allows students to purchase and use the program at a discounted fee. Many institutions actually require their students to use Time2Track; however, this is not a requirement. The price for an individual student subscription is \$36.95 per year. By using the TTU institutional discount, students can purchase the rights to use the program at a 15% discount. Multi-year discounts are also available. Time2Track can be accessed at <http://www.time2track.com>. **The coupon code for students at Texas Tech University is: TTU2013.**

A particular advantage of Time2Track is the program's ability to generate information on clinical hours and activities accrued by therapists in one simple step. It is advised that Time2Track be completed each week and kept up-to-date to ensure that credit for practicum activities completed in any one semester is accurate.

8.1b Excel Worksheet

Some students use an Excel Spread sheet that has been prepared specifically to track training hours. The file can be obtained from each program’s practicum coordinator (example on TechShare). Students in the clinical program will document practicum hours on the “Practicum Hours Tracking Form” also available on TechShare.

SECTION IX: SUPERVISOR RESPONSIBILITIES

The format of supervision may vary across supervisors. Regardless of these differences, the purpose of supervision is to maintain close contact between program faculty and students in a clinical context, to encourage the adoption of a scientist-practitioner model in clinical practice, and to facilitate the development of clinical skills. The direct supervisor will monitor supervisee’s activities at a developmentally appropriate level. This includes but is not limited to ensuring that each supervisee is informing clients of their supervisory status and providing supervisor contact information, their paperwork is done completely and in a timely manner, that they are addressing high risk areas with clients (e.g. suicidal/homicidal thoughts, psychosis, sexual assault, etc.), proper maintenance of electronic files, and that they maintain a professional demeanor while working in the clinic. Feedback should be given to supervisees on a regular basis in regards to these areas both formally and informally.

- Faculty supervisors will guide their trainees’ preparation of treatment plans, goals for therapy and preferred format for progress notes. Faculty supervisors will review, approve, and co-sign all progress notes, assessment reports, letters and other relevant documents prepared by student therapists on behalf of their clients.
- The criteria by which trainees will be evaluated are provided to trainees at the beginning of the practicum experience.
- Times for individual and group supervision are set at the discretion of the supervisor. Supervision times can occur on any day at any time so long as they do not conflict with students’ course schedules and occur during hours the clinic is staffed. Supervisors can schedule supervision times directly through Titanium or request those times be entered into the schedule by clinic staff. **Supervision times are scheduled in Titanium with placeholders.**
 - Supervisors are asked to end supervision times at 10 minutes to the hour in order for therapists to prepare the room for the next client.
- Currently, there is no mandated requirement by APA or the Commission on Accreditation concerning the format of practicum supervision. Supervisors may choose to conduct supervision of practicum students individually, in group, or in some combination of both.

9.1 Evaluation

When the student has completed a semester of practicum experience (as with each subsequent semester), the supervisor will determine the student's progress and will meet with the student to review and discuss the evaluation, sign the evaluation form, and return the form to the practicum coordinator for his or her program. The purpose and intent of the evaluation process is to specify for the student and supervisor the development and acquisition of specific skill sets achieved over the course of training. The evaluation process is designed to give the student frequent and specific feedback regarding their clinical development and allow for focused remediation or attention to problem areas should any arise.

- Supervisors ensure that the clinic's policies are followed and that case assignment, type of treatment, and the amount and type of supervision trainees receive are appropriate for that student's developmental level of competence.

9.1a Supervisor Evaluation of Practicum Students

Trainee evaluations are integrated and reviewed by the supervising faculty and director of training to assure that acquired practicum experiences and performance are in concert with his or her academic objectives and are part of the ongoing review of progress toward the degree.

Practicum supervisors evaluate each trainee at the end of each semester using the appropriate program competency evaluation form (available on Techshare). These forms provide feedback about student progress and may also provide information to be included in students' annual evaluations.

9.1b Student Evaluation of Practicum Sites and Site Supervisors

Supervisor performance is evaluated on a regular basis and includes feedback from trainees. The clinic director has access to supervisor evaluations in order to effectively monitor the quality of supervision being conducted at the clinic.

IF required by a student's program, students will complete a practicum evaluation form to provide information concerning their experiences and appropriateness of supervision at a site. Forms are completed for training at the clinic and at external practicum sites. This information is used to monitor the type and quality of practicum training experiences and to aid in the future placement of students. Clinical students can complete their program's form on Qualtrics. Examples of all forms are available on Techshare.

SECTION X: ASSESSMENTS AND OTHER RESOURCES

The Psychology Clinic provides assessments and evaluations for specific purposes that may or may not co-occur with on-going therapy. Assessments are provided children, adolescents and adults. Some common reasons why an individual would be assessed at the clinic include: evaluation of

learning disabilities; evaluation of problems related to the ability to sustain attention and concentration; educational and career planning, evaluation of emotional difficulties and for education and research. Summaries of evaluations that are used for educational or research purposes must be appropriately de-identified of personal information. All test data and reports must remain confidential. See TechShare for specific assessment and evaluation fees not listed in this section.

10.1 Types of Assessments

The types of assessments performed at the clinic include but are not limited to those that assess attention-deficit /hyperactivity disorder; learning disabilities, depression and anxiety; neurocognitive disorders; psychosis and thought disorders; and personality disorders. The nature and scope of all psychological assessments will be determined by the therapist in consultation with his or her primary supervisor and are designed to answer one or more specific referral questions. Also, keep in mind that psychological assessments may require two to three visits by the client so be sure to discuss this possibility at the onset of testing.

- Evaluation reports (e.g., LD/ADHD, psychological battery) will not be released to the client until all fees for the assessment are paid in full.
- **In order to release a report to any third party a *Release of Information Form* (available on TechShare) must be signed and placed in the client's electronic file.**

10.2 Appropriateness of Testing

Testing is not performed for reasons such as evaluating a child's IQ in order for a parent to defend his or her child's placement in a gifted program at school. Any question about the appropriateness of a request for an evaluation should be discussed with the practicum supervisor or clinic director.

10.3 Qualifications to Perform Evaluations Using Psychological Tests

In most cases trainees will have to complete certain course work before being able to conduct evaluations independently with supervision. These courses typically include Objective Testing, IQ, Neuropsychology and in some cases, Vocational Psychology and Projective Testing.

10.4 Informed Consent for Assessments

Standard 9.03 of the APA Ethics Code states that "Psychologists obtain informed consent for assessments, evaluations or diagnostic services... except when (1) testing is mandated by law or governmental regulations; (2) informed consent is implied because testing is conducted as a routine educational, institutional or organizational activity (e.g., when participants voluntarily agree to assessment when applying for a job); or (3) one purpose of the testing is to evaluate decisional capacity. Informed consent includes an explanation of the nature and purpose of the assessment, fees, involvement of third parties and limits of confidentiality

and sufficient opportunity for the client/patient to ask questions and receive answers.” In addition, clients (or their legal representative) must be informed of the nature and purpose of the assessment in language that he or she can clearly understand.

10.5 Release of Test Data and Maintenance of Test Security

Standard 9.04 of the APA Ethics Code states that “Psychologists may refrain from releasing test data to protect a client/patient or others from substantial harm or misuse or misrepresentation of the data or the test, recognizing that in many instances release of confidential information under these circumstances is regulated by law.” In addition, therapists must “make reasonable efforts to maintain the integrity and security of test materials and other assessment techniques consistent with law and contractual obligations, and in a manner that permits adherence to [the] Ethics Code (APA Standard 9.11).

10.6 Obtaining Assessment Materials

All assessments are listed in an Excel file named “Assessment Checkout Spreadsheet” in the Assessment and Library Request folder in TechShare. Using the tabs at the bottom of the file and the dropdown menus, find the list of assessments needed. Assessments must be requested before 8:00 a.m. on the day they are needed. You may pick up the assessment in the clinic office on the day it is to be used. Assessment kits may be kept for 24 hours, after which time they must be returned to the clinic office.

- **It is the responsibility of the individual checking out any test materials (e.g., kit, carrying case) to ensure that the item(s) is returned in good and complete condition. The person to whom materials are last released will be responsible to replace any missing, lost, or damaged.**

10.7 Standard Assessment Protocol (SAP)

The SAP was developed by the clinical and counseling faculty at TTU to encourage empirically-based assessment and treatment planning by practicum therapists, and to provide additional training for students in assessment scoring, interpretation, and report-writing, and generate data for research. The SAP can be completed electronically in Cubicle C, D, and E. Therapists will escort their client to the cubicle. Once completed, the co-director on duty will score the SAP and provide the therapist with the results prior to beginning the initial intake session. The SAP includes the following measures:

- Depression Anxiety and Stress Scales
 - Symptoms of depression, anxiety, and stress
- Questionnaire for Eating Disorder Diagnoses
 - DSM-IV eating disorder primary and NOS diagnoses
- Personality Diagnostic Questionnaire - 4
 - DSM-IV personality disorders, proposed diagnoses, and validity scales
- Scales of Psychological Well-Being
 - Psychological, emotional, and social well-being

- Satisfaction with Life Scale
 - Assessment of one's life situation in terms of one's own personal standards
- Positive Affect scale of the Positive and Negative Affect Scales
 - Extent to which a person feels enthusiastic, active, and alert
- Simple Screening Instrument for Substance Abuse
 - Signs & symptoms of substance abuse
- Depressive Symptom Index – Suicidality Subscale
 - Brief screening tool for suicidal ideation

10.8 Course-related Assessments

Use of assessments for research or other courses is only allowed when the materials involved are not required for practica. If assessments are required for other courses, at least one set or testing kit must remain in the clinic for practicum. Materials may be checked out for the semester by the instructor, TA, or instructor-designated class member who must inform office staff that materials are to be used for course instruction.

- **A special fee to supplement course fees may be charged to students for the purchase of materials used in an assessment course.**
- **It is the responsibility of the individual checking out any test material (e.g., kit, carrying case), book, videotape, or manual to ensure the item(s) is returned in good and complete condition. Responsibility for replacing missing, lost, or damaged items belongs to the individual last checking out the item.**

10.9 Assessments for External Practicum Sites

Assessment materials can be requested in advance for use in approved external practicum settings using the "Assessment Checkout Spreadsheet" in the Assessment and Library Request folder in TechShare.

10.10 Vocational Assessments

Vocational assessments can be requested by individuals in the community who are not current clinic clients. In such cases, clinic staff will explain to the caller that vocational testing may be most helpful if accompanied by vocational counseling. If vocational testing only is appropriate, the minimum number of visits would include separate visits for the screening, the clinical interview, time to complete measures, and 1-2 sessions (or one extended session) for explanation and exploration of the results. Payment to the student and supervisor are likely for these assessments, the amount of which will depend on how extensive the evaluation is and what measures are selected.

Vocational assessments may also be requested by current clients or suggested to clients by therapists if deemed relevant to client issues. Therapists who have successfully completed the Vocational Psychology course are eligible to administer vocational assessments.

10.11 LD/ADHD Evaluations

LD/ADHD assessments are performed for community clients and clients currently seen at the clinic. In addition, many LD/ADHD assessments are performed for the TTU athletic department under the direction of Dr. Garos. Students who have completed the Objective Assessment course, Neuropsychology course and I.Q. course are qualified to perform these assessments. The charge for vocational testing which includes materials, scoring, interpretation, report writing and follow-up with the client is as follows:

Community clients: \$850.00
Athletic clients: \$1000.00

- When reserving a room for athletic testing you must use the “other appointment” designation and specify “LD/ADHD Assessment” in the dropdown code menu in Titanium. This allows clinic staff to track billing appropriately.

10.12 Psychological Evaluations

Psychological evaluations can be requested by individuals in the community who are not current clinic clients. In such cases, student in practicum sessions will have the opportunity to conduct the evaluation so long as their supervisor approves and is willing to supervise the evaluation. Payment is likely for both the supervisors and student, the amount of which will depend on how extensive the evaluation is and what measures are selected. These evaluations will include a clinical interview, time for the client to complete tests, and 1-2 sessions (or one extended session) for explanation and exploration of the results.

Psychological evaluations may also be requested by current clients or suggested to clients by therapists if deemed relevant to client issues. Therapists who have successfully completed the IQ and Objective Assessment courses are eligible to conduct these evaluations.

10.13 Research Assessments

Clinic resources are NOT available to purchase materials for research purposes. Faculty or students who conduct research in the clinic that requires the use of assessments must provide funding for the purchase of those assessments. However, students are still able to order assessments through the clinic allowing for a research discount with most testing companies.

10.14 Computer Administration and Scoring of Assessments

Some assessments such as the MMPI-2 or PAI can be administered and scored using the computer located in Cubicle E. Codirectors can assist therapists in learning how to use these measures and to score protocols prior to use with clients. If there are problems with the program or equipment please inform the clinic office.

10.15 Assessment Reports

Since assessment reports are often written for other professionals and an abundance of information may be summarized in an assessment report, it is not unusual for clients to have questions or not understand what the assessment data fully means. Therefore, it is required that clients obtain feedback about his or her assessment results prior to the assessment report being released. This feedback should be done in person. If absolutely necessary, although not ideal, nor recommended, the feedback can be done over the phone. The feedback session should be documented in Titanium in an "Assessments Note" so if the client contacts the Clinic in the future for an additional copy of the report, it is seen that feedback has been completed and is not needed again.

10.16 Resource Library

All books and videos available for use are listed in a folder named "Assessment and Library Requests in TechShare. Open the appropriate Excel file to request the resource(s) needed. Resource requests must be received by the clinic office before 8:00 a.m. on the day they are needed. You may pick up the requested material in the clinic office on the day it is to be used. Books and videos may be kept for one week, after which time they must be returned to the clinic office.

- **It is the responsibility of the individual checking out any books, videos, dvd's, etc., to ensure that the item(s) is returned in good and complete condition. The person to whom materials are last released will be responsible to replace any missing, lost, or damaged**

SECTION XI: LEGAL ISSUES

A number of legal and ethical issues may arise over the course of service delivery to clients in the clinic. Moreover, often a conflict occurs between what is ethical and what is legal. These situations are difficult and require consultation with faculty, consultation with the clinic director and knowledge of the APA Code of Ethics, the Rules & Regulations of the Texas State Board of Examiners of Psychologists <http://www.tsbep.state.tx.us/> and relevant sections of the Texas Family Code, the Health and Safety Code and the Occupations Code. The link to these sections of the Texas statutes is: <http://www.statutes.legis.state.tx.us/> Many relevant sections from the various Codes are provided on TechShare. Supervisors, therapists and office staff are expected to be familiar with the laws and procedures governing mental health practice.

11.1 Responding to a Subpoena (Adapted from "Responding to Subpoenas" by Floyd L. Jennings, J.D., Ph.D.)

Subpoenas are devices used to get material before a court in an effort to resolve disputes. Important principles to remember include:

- A subpoena is NOT a court order though the language it contains suggests that it is (e.g., You are hereby ordered, required, demanded to appear...)

- A subpoena is issued under authority of a court to compel the appearance of a witness at a judicial proceeding, or the disclosure of information in the witness's possession to the court.
- Always respond to a subpoena
 - Disobeying a subpoena could subject you to a contempt citation, and sanctions ordered by a court (which might be financial).
 - However, releasing information – even in response to a subpoena, **without the consent of the person or in the absence of a court order may subject you to penalties or a lawsuit.**
- Response Rules
 - Always respond. This may include contacting counsel to submit a motion to quash the subpoena.
 - **Give the information only with the client's consent or a court order.**
 - Inform the court if you believe the information may be privileged. Privilege may be invoked by the client and by the therapist on behalf of the client.

11.2 Reporting Child Abuse and Neglect

According to Texas State Law, *child abuse* “refers to any mental or emotional injury to a child which results in observable impairment in the child’s growth, development, or psychological functioning.” In addition, abuse includes causing or permitting a child to be in an injurious situation, physical injury that results in substantial harm, current use by a person of a controlled substance that results in harm to a child, permitting or encouraging a child to use a controlled substance, sexual abuse, child trafficking and failure to make efforts to prevent these abuses.

Neglect includes leaving a child in a situation where the child would be exposed to risk of harm, placing a child or failing to remove a child from a harmful situation, failing to seek medical care for a child causing risk of death, disfigurement or bodily injury, failure to provide a child with food, clothing or shelter.

11.2a Reporting Requirements and Procedures

When abuse or neglect is suspected (with good cause), a report must be made to the authorities within 48 hours. The report must be made directly by the therapist who suspects abuse or neglect. In such cases client information is not considered privileged or confidential. Who to call:

- If a parent, other family member, teacher, babysitter, or other care giver is the suspected abuser call the Department of Family and Protective Services at 762-8922 or the 24-hour abuse hotline at 1-800-252-5400.

- If a neighbor, stranger, or other non-family member who does not live with the child is the suspected abuser call the local law enforcement agency.
 - Within city limits contact the Lubbock Police Department at 775-2865
 - Outside city limits but within Lubbock County contact the Lubbock County Sheriff at 767-1441

Information that must be reported includes: (see relevant statute on TechShare)

- The name and address of the child
- The name and address of the person responsible for the care, custody or welfare of the child
- Any other pertinent information concerning the alleged or suspected abuse or neglect

11.2b Immunity from Liability

According to the Section 261.106 of the Texas Family Code, "A person acting in good faith who reports or assists in the investigation of a report...is immune from civil or criminal liability that might otherwise be incurred or imposed."

11.3 Reporting Elder Abuse

According to Texas state law, abuse refers to the negligent or willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical or emotional harm or pain to an elderly or disabled person by the person's caretaker, family member, or others, or sexual abuse of an elderly or disabled person, including any involuntary or nonconsensual sexual committed by the person's caretaker, family member, or other individual who has an ongoing relationship with the person.

"Exploitation" means the illegal or improper act or process of a caretaker, family member, or other individual that involves using, or attempting to use, the resources of the elderly or disabled person, including the person's social security number or other identifying information, for monetary or personal benefit, profit, or gain without the informed consent of the elderly or disabled person.

"Neglect" means the failure to provide for one's self the goods or services, including medical services, which are necessary to avoid physical or emotional harm or pain or the failure of a caretaker to provide such goods or services.

11.3a Procedure for Reporting Elder Abuse

In cases of suspected abuse, exploitation or neglect of an elderly person, the therapist shall make a report immediately to Adult Protective Services, 1-800-647-7418. The report should include:

- the name, age, and address of the elderly or disabled person
- the name and address of any person responsible for the elderly or disabled person's care
- the nature and extent of the elderly or disabled person's condition
- the basis of the reporter's knowledge
- any other relevant information

11.4 Dealing with High Risk Clients: Crisis Management

Dealing with high risk clients can be quite anxiety provoking for the therapist, and knowledge of procedures designed to assist clients in emergency situations can help to reduce such anxiety. Most therapeutic interventions can continue through such challenging periods, with the client benefiting a great deal from the therapist's support and guidance through the process. Supervisors (or, if necessary, the clinic director and/or other clinical faculty) will guide therapists in formulating and carrying out a clinical plan and interventions through periods involving risks. Thus, it is recommended that therapists be familiar with telephone listings of ancillary resources.

11.4a Viewing a Session in "Real Time"

Should there be a need to supervise a session in "real time" this can be done through Skype. All computers in the therapy rooms are equipped with Skype. A supervisor can setup any Skype-enabled device such as a laptop computer, tablet computer, or smartphone in the therapy room to provide live transmission of video and audio from the session to be monitored. The PC or resident computer in the therapy room will be the device that is making a video recording of the therapy session. Thus, this computer cannot be used to transmit (Skype) the session.

A supervisor can observe the session in "real time" using a different Skype-enabled device in another location in the clinic (e.g., room 166). Both the therapist and the supervisor will sign-in to her or his Skype account on their respective Skype-enabled device.

- For instance, the therapist might use sign-in to Skype using a laptop computer in the therapy room in order to transmit the session. The supervisor can sign-in to Skype using the computer in another room (e.g., 166) in the Psychology Clinic to receive and view the session.
 - The connection between the computers will need to be established and tested several minutes before the scheduled client appointment time.
 - Initiate the Skype video phone call from the room where the session is being held (on a laptop, smartphone, etc). Accept the video phone call in the "observing" room.
 - Mute and turn off the video from the Skype account in the room receiving the transmission

11.4b Guidelines for Dealing with a Crisis

- Discontinue all other scheduled activities (i.e., assessments, interventions, classes, etc.) until the crisis has been resolved.
- Assess the situation by listening to the client, asking questions and determining what the client needs to effectively cope with the crisis.
- Present yourself in a caring and calm manner. Offer non-judgmental support as well as unconditional acceptance and reassurance.

- Invite the person to talk. Try to avoid too many probing questions. If the person does not volunteer to talk you might say, “What happened?” or “Do you want to talk now?” Avoid statements like, “You just need to calm down.”
- Help the client understand that his or her reactions are normal, but temporary. The situation often seems both dire and endless to the person experiencing the crisis. Thus, the goal is to help the client see that he or she will eventually return to normal functioning.
- Get help from your supervisor, other faculty, other students and/or the clinic director. You do not have to rely solely on yourself.
- Develop an action plan with the client. As the person what he or she could do to help reduce his or her distress? Offer clear, simple and effective options for dealing with the crisis.
- Follow-up with the client to see how he or she is doing and to check whether certain plans (e.g., calling a friend) were executed.

11.4c Emergency Situations

An emergency situation is one in which the client presents behaviors, thoughts, or feelings that are beyond the intervention capabilities or experiences of the therapist or purview of the clinic. In such situations clients may exhibit bizarre behaviors, delusional thoughts, hallucinations, suicidal ideation and plans, threats of harm or actual harmful acts to self and/or others, drug or alcohol intoxication, extreme anxiety about real or imagined threats or extreme emotionality from which the client does not recover. If you anticipate that a client might be in danger of a crisis, inform your practicum instructor and the clinic office staff before proceeding with the session. Remain with the client(s) until the emergency has been resolved or until the client(s) has been transferred to an appropriate service delivery agent or agency. Steps to follow in these circumstances include:

- In cases in which a therapist anticipates a client is at more imminent risk he or she should arrange for another student, a faculty member or clinic staff person to monitor the session prior to meeting with the client.
- The practicum instructor should evaluate the situation to determine if the student has the ability to facilitate what needs to be done, and if so, should supervise the process very closely. If the student is unprepared to handle the situation, the instructor should intervene and take full responsibility for the emergency. When the instructor is not available, it is the responsibility of the clinic director or another faculty member to manage the crisis.
- Immediately notify your practicum instructor, clinic director or another faculty member. If you must leave the session temporarily to find help, do not abandon the client if he or she is in danger of imminent harm. Ask a colleague to help.
- “**Dr. Black,**” is the signal used to call the Lubbock Police for immediate assistance. It is better to err on the side of being cautious in order to provide safety and protection to

the client, to yourself and to other clinic personnel. No therapist is expected to put himself/herself in danger while working in the clinic.

- If an unanticipated situation arises in which a therapist is concerned for his or her safety, or has reasonable cause to believe a client is about to harm him or herself the therapist should either:
 - Mention during the session being monitored that he or she may need to consult with “**Dr. Black**” or,
 - Make an excuse to leave the room (e.g., to get a resource, consult with someone), keep the door ajar and inform clinic staff of the need to contact “**Dr. Black.**” Upon receiving such notification, the office staff will call the police.
- Under no circumstances should physical actions be employed to restrain or challenge a violent client. Always step aside and/or literally escape from a physically combative client. Faculty, staff, and students have the right to physically extricate themselves from a combative client, but should not restrain a client or behave in an aggressive manner toward the client except under very unusual and extreme circumstances (i.e., a clear physical danger to self or others).

11.4d Voluntary Hospitalization or Referral to Another Agency

If hospitalization is deemed necessary and the client agrees to voluntary admission, transportation must be arranged. Only personnel from the police department (Texas Tech or Lubbock) can escort clients from the clinic to any agreed-upon destination. You may accompany your client once an officer is present, but you are never to transport or escort a client by yourself. Similarly, do not pursue a client who has left the clinic contrary to your advice.

- When a crisis situation occurs with a client and he or she is willing to seek or be referred to other services, therapists must immediately initiate the following steps:
 - Determine the nature of the current crisis and institute suicide prevention plans if appropriate (see Section 11.4f).
 - Contact your supervisor immediately. If your supervisor cannot be reached, contact other faculty in the therapist’s program who are currently supervising practicum that semester, the clinic director, or any available clinical or counseling faculty.
 - Determine if the referral agency (e.g., MHMR, UMC, TTU police) is appropriate to the client’s needs.
 - Discuss the referral with the client and why you suggest the referral.
 - Initiate contact with the agency if the client is unable to do so. Identify yourself, the clinic, and your relationship to the client; state what the client needs; identify the client’s name, age, sex, nature of crisis, and brief clinical history (with the client’s permission).
 - Make sure the client makes contact with the referral agency.

- Follow up the client's progress with the referral agency in accordance with what is deemed appropriate by the therapist and his or her supervisor to best meet the needs of the client.
- Obtain written consent to release information whenever possible. If not possible, document that you received assent from the client.

11.4e Involuntary Detention

If a client will not voluntarily agree to hospitalization in the case of suicidality, extreme risk of self-harm or imminent danger to others, or is so seriously mentally ill that he or she is substantially unable to care for him or herself, the therapist should initiate involuntary hospitalization procedures.

Locally, there are two in-patient units available for adults: Covenant Medical Center-Lakeside (725-4288 emergency services, 725-0000 ask for the Plaza) and MHMR Sunrise Canyon Hospital (740-1414). They both have in-patient psychiatric care programs. A third facility has beds exclusively for child/adolescent clients: Canyon Lakes Residential Treatment Center (762-5782) provides such services to individuals between 5 and 17 years of age. If local beds are not available, it is sometimes feasible to secure services in Plainview at the Covenant Center for Independent Living (806-296-0430). The center is for adults (18 years plus) only.

- Should a client require hospitalization and not have insurance or funds to go to Covenant Lakeside on a voluntary basis, the following steps should be taken:
 - Unless to do so would provoke violent or aggressive behavior, let the client know the steps you will take to ensure his or her safety. Inform the person of what he or she can expect will happen next. In some instances, waiting for the police to arrive before doing so may be advisable.
 - Contact a family member to make them aware of the situation and to enlist their support. If they are not available, then you should have a co-director or the clinic director contact either Campus Security or Lubbock Police Department, 742-3931 (whichever is appropriate to the client's location) to transport the client to the University Medical Center. Transportation by Campus Security or LPD ensures the client will be held at the ER on an Emergency Detention (ED) until assessed by the MHMR worker or a psychiatric resident. If not held on an ED, the client is free to leave the ER before being seen.
 - Call the emergency room at UMC, 775-8200. Explain who you are and why you are calling. Ask to speak to the doctor or charge nurse in the ER. Inform the person of the client's situation and that the client is being transported to the ER by TTU or Lubbock police. Let the hospital know that you are contacting MHMR to have your client assessed. Leave your name and a contact number for the physician and request that you be notified of the disposition of the client's admission (e.g., released after observation, placed on 72-hour hold, etc.).

- Call MHMR's on-call emergency assessment individual to go to the ER to assess your client. This individual has one hour to respond to your call. While waiting for him or her to arrive, the physicians at UMC will be clearing the client medically (urinalysis, blood work, etc.). Once the MHMR worker arrives, assuming you have permission to release information, you can share relevant information with him or her regarding your client's condition.
- If one hour passes and MHMR has not arrived you can call either Screening (766-0310) during the working day hours or the MHMR Crisis Line (740-1414) after hours. If your client has been admitted on an ED, they will be contained until MHMR arrives.
- Once on the scene, MHMR will assess the client. If the client is found to be a danger to self or others, a resident will be called to commit the client to MHMR's bed facility located at Sunrise Canyon (adults only – 18+) or to Canyon Lakes (ages 5-17). EMS will transport the client to the facility. This is an emergency stabilization unit that is designed for short-term care. At this point, the client will undergo further assessment. If longer-term care is needed, your client may be sent to Big Springs Hospital. Stay in contact with MHMR so that you will be available (when appropriate) for continued care once your client is stable and released.

11.4f Responding to Suicidal Risk

Suicides have been very rare among clients at the clinic over the years. This is a tribute to the quality of care the clinic offers and to the vigilance and good judgment of our staff concerning suicide risk. The key to reducing the risk of suicide is being alert to indicators of suicidal risk and, to know how to conduct a thorough assessment and execute a suicide prevention plan and to discern when hospitalization is necessary. Treatment of suicidal clients should include ongoing assessment. Consultation with supervisors (or the clinic director) should be contacted whenever suicide risk becomes a concern.

How a therapist relates to a suicidal client may prove just as crucial as the specific interventions that are established. Always take a suicidal message or threat seriously. Even if the odds seem low or it seems like a superficial gesture, the desperation implicit in this type of behavior must be respected.

Do not mince words, but speak openly and directly (e.g., "Are you talking about killing yourself?") -- This is one way of acknowledging the gravity of the message. Try to determine the message or effect the client is attempting to convey. The interventions attempted may well be dictated by what you construe the message to be. Try to promote the client's perception of your genuine concern. Sometimes the most credible evidence of this is your commitment of precious time to the client.

Avoid taking responsibility for the life of the client. Hospitalization would probably be warranted if the client personally seems unwilling or unable to assume that responsibility. Your empathic expressions will best advance therapeutic movement by conveying a genuine concern and/or discomfort, as well as responsible and realistic limits. Try to make future opportunities more immediate and salient than the stated temporal and seemingly untenable situation the client reports.

Five frequently mentioned guidelines for managing the suicidal client include (1) stay calm, be prepared to take immediate action, and protect yourself; (2) communicate empathy and that you really do care; (3) get expert consultation; (4) remember that the legal Standard of Care is typically defined as care that is “average, reasonable, and prudent” and (5) a breach in confidentiality may be warranted in cases where the client presents a clear and immediate danger to him or herself.

In cases where clients are expressing suicidal thoughts the therapist’s initial task is to determine the lethality of the suicidal ideation and plans for suicide. In assessing the lethality or imminence of suicide threats, it is both prudent and practical to consult with your supervisor or another member of the Clinical or Counseling faculty before taking further action. There are legal implications when you do not consult an appropriate faculty member in deciding on the course of action to take. Thus, the prime imperative is to keep your supervisor informed when such emergencies occur. To accomplish this, you will need to have available to you at all times the phone numbers where your supervisor and alternate faculty can be reached during evening and weekend hours. Do not hesitate to call, because ultimately your faculty supervisor holds legal responsibility for the handling of your cases. Should you fail to reach a clinical/counseling faculty member, any of the student co-directors of the clinic can be contacted to offer some assistance and continue the effort to locate the needed supervisory assistance.

It is the therapist’s responsibility to thoroughly investigate all aspects of the following indicators. Keep in mind that a caring person who inquires as to whether or not they are suicidal does not drive people to suicide.

- Important questions to ask a potential suicidal person and to consider:
 - Have your problems been getting you down so much lately that you’ve been thinking about suicide?
 - Do you have a specific method of suicide under consideration? The more time that method allows for intervention, the less immediate the threat (e.g., guns are likely to lead to immediate lethality than drug overdoses). In addition, the client should be asked to surrender any weapons to a friend or family member or to the police. He or she should also be asked to flush any pills and do so in front of a witness.
 - Have you attempted suicide before? If so, how long ago was it? The more recent it was, the greater the risk. How lethal was the method? Does the person believe the method was lethal? Did the person assist in the rescue or attempt in a place where he or she would likely be discovered?

- Is your suicide plan definite with arrangements and means in place? (assess lethality)
 - Is the client a substance abuser? Substance abusers tend to be impulsive and their cognitive and inhibitory abilities may be compromised by their drug use.
 - Is the client psychotic and not thinking clearly?
 - Does the client have any serious medical conditions that may lead him or her to think that death is the only way out of suffering?
 - How long has suicidal ideation persisted? The longer the duration of ideation, the more serious is the threat.
 - Has there been a sudden change from severe depression to a euphoric state that might indicate that a decision has been made?
 - Has anyone in your family ever attempted or completed suicide?
 - Does the person really want to be dead, or just stop the emotional pain he or she is feeling?
 - What has been keeping you alive so far?
 - What do you think the future holds in store for you?
 - Do you have anyone to turn to for support?
 - Evaluate the presence of related homicidal thoughts using the Suicide Status Form on TechShare.
- In emergent situations where it is believed the client is not safe from self-harm even after some effort at intervention was made during his or her visit, hospitalization may be warranted.
 - See Section 12.4c for Voluntary hospitalization procedures
 - See Section 12.4 d for involuntary hospitalization procedures
- In non-emergent situations there are a number of effective interventions that should be put in place before the client leaves the clinic.
 - Some supervisors will require the therapist to obtain a written commitment (contract) from the client to contact you before acting on any suicidal impulse. The form is available on TechShare.
 - Setting up extra appointments during the crisis. Contacting the client the next day and continuing to contact 2-3 times per week for the next month is advised.
 - Help the client generate a “reasons to live” list. Give the client a copy of the list.
 - Complete a *Crisis Response Plan* client that includes specific steps for the client to follow to de-activate suicidal thinking and urges as well as a *Commitment to Treatment Form* with the client. These forms are available on TechShare.
 - If possible, try to arrange for a family member or friend to be present when you terminate contact with the client.
 - Work with the client to develop a short list of family, significant others, and friends and their phone numbers that they can keep in their wallet or purse in the event of a crisis. If acceptable to the client, it is helpful to keep a copy of this list in the client’s

clinic file. However, clients should not be supplied with the home phone numbers of the therapist.

- Inform clients about how they can make rapid contact with you or another agency for assistance. High-risk clients should be instructed to call 911 if they feel they are in danger of harming themselves. For those high-risk clients who are TTU students, they can contact the TTU Police (742-3931) in the event of a crisis.
- If appropriate, arrange for a psychiatric evaluation at the University Medical Center Emergency Room or if the client is a TTU student, contact TTU Student Health Services.
- Additional Crisis Hotlines
 - **CONTACT Lubbock** is a locally-staffed, 24-hour, crisis intervention hotline and can be reached at 765-8393. When the staff at CONTACT Lubbock are busy with another call, callers will reach a recorded message that provides them with the number of which refers them to a national crisis hotline, National Hopeline (1-800-SUICIDE).
 - **The National Suicide Prevention Lifeline** (1-800-273-TALK).
 - For adolescents who would like someone to talk with, the **Youth America Hotline** (1-877-968-8454) is staffed by trained 18-24 year old staffers from 2 pm until 2 am. This hotline is designed not so much as a crisis hotline, but to provide an avenue for adolescents to talk about their concerns. However, the staffers for this hotline are trained to handle crisis calls as well. Average age of callers to the Youth America Hotline is in the range of 16-19 years old.
 - Screening and emergency services are also available through the **regional MH/MR Center** at 766-0310 (8:00 am - 8:00 pm) and 740-1414 (24-hour crisis line).
 - If a client has medical insurance, he or she may contact **Covenant Behavioral Health** (725-0000) and ask for the Psychiatric Assessment and Referral Department. Depending on their recommendations, the client may go to Covenant ER for a suicide assessment and may then be admitted for inpatient treatment at Covenant Behavioral Health (the Plaza at Covenant Lakeside).

11.4g Common Failures in Suicide Assessment

- Failure to document
- Failure to evaluate for suicide risk at intake and subsequently throughout treatment when risk indicators are present
- Inadequate history-taking or failure to secure previous records
- Failure to evaluate the adequacy of current interventions
- Failure to clearly specify treatment plans including criteria for hospitalization
- Failure to safeguard the outpatient environment

SECTION XII: RESPONDING TO A CLIENT'S DEATH

Following an unexpected death of a client, the therapist should inform and talk about this as soon as possible with their designated supervisor and their academic advisor. Specific reaction to, and procedures for dealing with the untimely death of a client may differ based on the particular

situation, the particular client, the particular therapist, etc. The student's academic advisor and research supervisor(s) should be informed, in general terms, so that additional assistance can be provided to the student during this time. Should clinic staff or another faculty member learn about a client's unexpected death before the therapist, the therapist will be informed as soon as possible by a faculty member; preferably his or her practicum supervisor. This should be done in person so that the student and supervisor can process what has occurred and make plans for what courses of action should be taken. Additionally, the Director of the Psychology Clinic should also be informed and possibly consulted regarding appropriate responses to take. Maintaining both client confidentiality and appropriate record-keeping in the official client file continue to be very important during this time.

The therapist and his or her supervisor should consider whether accommodations should be made to the students' workload, including work with clients, in order for the student to better cope with this loss. It may be helpful during this very stressful time for the therapist and/or supervisor to obtain therapy services.

SECTION XIII: DEALING WITH DANGEROUS OR AGGRESSIVE BEHAVIOR

Clients who are referred to the clinic are screened for past and present indicators of violent or aggressive behavior. Nonetheless, it is possible for a client to become aggressive or violent under certain conditions (e.g., psychosis). A number of steps should be taken should this occur:

- Above all, safety first! Protect yourself and others.
- Pay attention to your gut.
- Enlist the help of supervisors and peers if possible.
- Maintain a calm but firm tone of voice and body language. Make only calm, deliberate motions.
- Resist provocation to anger (but be aware of your own emotions). Reacting with anger will only escalate the situation.
- Set limits on dangerous behavior in a non-threatening manner.
- Attempt to de-escalate the situation by trying to "talk the person down." As an agitated client's ability to reason abstractly disintegrates, he or she will respond more to isolated stimuli and less to context of the situation.
- Don't argue with delusions!
- Time is your ally in most circumstances
- Assaultive patients are looking for controls and reassurances that they will receive help and will not have to feel ashamed or embarrassed about what happened later.
- Never challenge the client's self-esteem. Support the client's ability to remain calm, cooperative and in control.
- Interventions which decrease the perceived threat and diminish feelings of impotence have the greatest chance for success.
- Never try to set limits on feeling, only on actions. You have to help the client differentiate between feelings and actions.
- Avoid win-lose, right-wrong situation. Calmly repeat limits and present reality. Be firm, but understanding. Do not shout, argue, or become emotionally involved.

- Do not corner the individual physically or psychologically. Withdraw from power struggles. Use logical and natural consequences, rather than reward and punishment. Offer choices.
- Provide truthful reassurance and do not make promises you can't keep.

SECTION XIV: PROCEDURE FOR MANAGING A CLIENT WHO MAY HAVE USED SUBSTANCES PRIOR TO A SESSION

If you suspect that your client has been abusing substances prior to his or her session, you should ask the client how he or she got to the clinic, how much he or she used or drank today, and what did he or she use or drink today.

It is inappropriate to conduct therapy or a psychological assessment with a client who is under the influence of alcohol or drugs. Should this be established, you must inform your client that you cannot have a session, and that you will meet at another time, when he or she is sober. In addition, you must determine whether the client has a friend or relative who will take the client home; and whether the client will be safe after he or she has gone home. If the client can secure a ride and is willing to wait for the ride, the trainee will wait with the client in a counseling room and must assure that the client has safe transportation home. If the client cannot secure a ride, the supervisor or clinic office staff will call a taxi to take him/her home. If the client responds negatively and refuses to wait for the ride, the therapist will inform the client that the police will be called to assist. The therapist must then call the TTU Police and inform them that the client is under the influence and intending to drive home.

SECTION XV: DOCUMENTATION OF HIGH-RISK CLIENT EVENTS

It is essential that extra care is taken when documenting events related to any type of high risk situation. Notes must be extremely detailed. At minimum notes should reflect the following:

- Information about any assessments or evaluations that were conducted (report specific findings)
- Obtained relevant historical information
- Receipt of any collateral information of records
- Discussion of limits of confidentiality
- Information discussed during consultation with supervisor
- Direct evaluation of thought of self-harm or harm to others
- Implementation of appropriate interventions
- Any ancillary resources provided to the client
- Detailed account of any contact with authorities
- Steps taken toward voluntary or involuntary hospitalization

SECTION XVI: RESEARCH CONDUCTED IN THE CLINIC

Faculty and graduate students are strongly encouraged to conduct research in the clinic. The clinic's primary function is to provide mental health services to the TTU and Lubbock community. So long as service and training objectives are not disrupted in the clinic, research activities are welcomed. Anyone wishing to conduct research in the clinic must first meet with the program director. The purpose of this meeting is to determine the feasibility of the project (i.e., how the study will be executed, recruitment requirements, etc.), assess how it will be funded (if applicable), review proposed postings or announcements and determine what assistance may be asked of clinic staff. **ANY AND ALL MATERIALS USED FOR RESEARCH PURPOSES IN THE CLINIC MUST BE PAID FOR BY THE RESEARCHER. Clinic funds are NOT available to support faculty projects or student research conducted for 7000 projects or dissertations.**

It is critically important that discussion with the clinic director happen well in advance of initiation of the study. This is necessary in order to inform clinic staff of any procedural issues they may be asked to assist with, to set up file access in Titanium if need be, etc. Researchers will be responsible for all scheduling in the clinic and must work in concert with clinic staff to ensure that Titanium Schedule is accurate and up to date should any changes occur. Similarly, priority will be given to practicum sessions for room preference, access to testing cubicles and computers as well as scheduled appointment times. Some studies may not be accommodated in the clinic due to specific restraints in resources or staff. Of course, all studies would have to be approved by the TTU IRB.

Clients are routinely asked if they are interested in participating in research that may be ongoing or about to start in the clinic (example on TechShare). As with any research, clients are free to choose NOT to participate in research, and should they participate, must be allowed to withdraw from participation at any time. Clients who participate in research will receive a 25% reduction in their fee.

Some studies may require a file review to identify eligible participants. Should this be necessary, that review must be between the times the phone screening is completed up to completion of the initial intake session with the client's assigned therapist. File review is up to the researcher to complete. It is not a function of the clinic staff or therapist. Similarly, clerical assistance cannot be provided and the clinic staff will not be responsible coordination of research activities (making calls, distributing payment incentives, etc.).

SECTION XVII: PRIVATE PRACTICE OPTION FOR FACULTY

Licensed TTU Psychology Department faculty who wish to, may provide assessment and / or psychotherapy services to private clients on a fee-for-service basis in the psychology clinic. The following stipulations apply:

- Service delivery must be limited to 10 hours per week.

- Faculty therapists must be currently licensed by the state of Texas. A copy of the license must be submitted to the clinic office.
- Faculty must submit a copy of their personal malpractice coverage with minimum coverage limits of \$1,000,000/\$3,000,000.
- Client referrals must be established apart from clients seeking services at the clinic.
- Clinic staff will establish a Titanium file for faculty clients. This is necessary in order to collect client fees. Staff will collect the client's co-pay.
 - Upon receipt of payment from third parties faculty providers will submit the payment to the office staff for deposit in the clinic account.
 - Clinic staff will post the payment in the client's file.
 - Payments will then be allocated to the clinic and to the faculty provider's professional development account (see Section 17.1).
- Faculty providers must inform clinic staff of the person(s) who will serve as back-up for his or her clients during time the faculty member is away or unavailable. Should an occasion arise in which the faculty member or his or her back-up contact are unavailable and a client is in crisis, the clinic staff will refer the client to emergency contacts outside the clinic (e.g., UMC emergency room, Lubbock Police Department, Contact Lubbock).

17.1 Financial Arrangement for Services Provided by Faculty

Faculty who see clients in the clinic as part of their private practice will have income from client fees allocated as follows:

- 25% of fees assessed will be credited to the psychology clinic.
- 75% of the fees assessed will be credited to the faculty member's TTU professional development account which can be used to support research and professional activities. The faculty member must use these funds in accordance with state laws. Examples of appropriate expenditures include, examples for use of these funds include computer equipment, graduate student research support, traveling to professional conferences, professional fees, research equipment, journals, and books.

SECTION XVIII: PSYCHOLOGY CLINIC WEBSITE

The clinic website offers information about services provided by the clinic, hours of operation and faculty supervisors. The website is located at [Click to go to Clinic Web Page](#).

SECTION XIX: ORIENTATION

All students who are providing services to clients in the clinic must be enrolled in PSY 5002 during each semester the student is seeing clients.

A general orientation will be held each semester for all entering graduate students and beginning therapists. Students who are seeing clients for the first time in the clinic are required to attend this training. Students who are not familiar with Titanium should also attend this training.

Most questions about clinic procedure can be answered by referencing the clinic policy manual. Questions concerning the use of Titanium can be answered by using the Titanium Manual for Therapists or the Titanium Manual for Supervisors. These manuals are the major source of information about clinic matters. Faculty supervisors and therapists are expected to be familiar with their contents; however, the clinic staff or clinic director will be available to assist with questions, concerns, or problems that arise that may not as yet be addressed in these documents.