

Implications for Training Programs

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I have listened with interest to the informative and thought provoking presentations on coping in the "real world" as a private practitioner in audiology. One statement that stands out has been made on at least several occasions in different ways during the presentations and discussions. That statement stresses the fact that our graduate students-in-training are not being prepared in the areas that were discussed here, e.g. third-party payments for services, Medicare and Medicaid and their provisions for reimbursement of our audiology services, professional liability, ethical practice, clinical service design and maintenance and other such areas.

In 1975, we initiated a graduate-level course which I teach entitled "The Administrative Aspects of Communication Disorders." Our students during their Externships and after graduation and employment have stated that the information covered has greatly helped them, and in the end, feel that, perhaps, it is one of the most valuable in their preparation for the "real world."

The course outline, including competencies, learning objectives and learning activities for that course are herewith presented. All of you are free to use the information, redesign it for your own use, make paper airplanes out of it, use it to wipe off your battery cables, or whatever you feel is appropriate. If you have comments or suggestions, or are teaching a similar course which stresses similar information, I would appreciate receiving a copy. Thank you.

**UNIVERSITY OF NORTHERN COLORADO
Department of Communication Disorders
School of Special Education and Rehabilitation
EDSE - 578**

Administrative Aspects of Communication Disorders

COMPETENCIES

1. The student will know and understand the code of ethics of the American Speech and Hearing Association.
2. The student shall understand the legal aspects of the fields of Audiology and Speech/Language Pathology.
3. The student shall understand the term "liability" as it relates to the audiologist and speech/language pathologist.
4. The student shall understand the working relationships that are necessary to establish within school settings, clinics and private practice and their maintenance.
5. The student shall be knowledgeable in the need for and the area of public relations as it relates to their future role as an audiologist.
6. The student will understand the "Buckley Amendment" and its ramifications relative to confidentiality of report information of clients and employees.
7. The student will understand the process of efficient clinical management through effective assessment, management, record-keeping, etc.
8. The students will understand the procedures for billing through third-party payors of services, which services are reimbursable, how are they reimbursable and through whom, the procedures for receiving third party payments through Federal health insurances and which services are coverable and to whom.
9. The student will understand the procedures for establishing a private practice.
10. The student will be knowledgeable of sources of Federal funds for research, development or demonstration and special techniques in grant writing.
11. The student will know the procedures for trouble shooting for repair needs and making minor repairs of equipment, including calibration procedures, repairing plugs, soldering, etc.
12. The student will be knowledgeable of the procedures for applying for Professional Services Certification through A.B.E.S.P.A. and their regulations for the provision of speech and hearing services.
13. The students will be knowledgeable of the procedures in designing a speech and hearing center that would allow for the effective provision of services, including building costs,

selecting appropriate materials and equipment, selecting the most appropriate equipment and materials for the money, and the most appropriate structural design.

UNIT I—THE LEGAL ASPECTS OF THE MANAGEMENT OF PERSONS WITH SPEECH/LANGUAGE OR HEARING DISORDERS

Learning Objectives

- L.O. 1 Read and discuss the Code of Ethics of the American Speech and hearing Association in regard to the protection of the client.
- L.O. 2 Discuss the term “liability” in regard to the audiologist or speech/language specialist.
 - a. Liability
 - b. Negligence
 - c. Comparative negligence
 - d. Contributory negligence
 - e. Slander
 - f. Conspiracy
- L.O. 3 Discuss the liability of the practicing audiologist or speech/language specialist in regard to the rights of the client and the rights of the professional.
- L.O. 4 Discuss the establishment of working relationships with other professionals and the professional responsibilities involved.
- L.O. 5 Discuss the importance of accurate record keeping in the management process.
- L.O.6 Discuss the “Buckley Amendment” and confidentiality of records.
- L.O. 7 Public Law 94-142 and P.L. 504 as they apply to the Audiologist and Speech/Language Specialist.

UNIT II—BILLING PROCEDURES

- L.O. 1 Discuss effective billing procedures without insurance.
- L.O. 2 Discuss third party payments for services and those insurances that will allow reimbursement for speech/language or audiology services and under what conditions.
- L.O. 3 Demonstrate the use of various insurance forms.
- L.O. 4 Discuss the history of medicare and medicaid.
- L.O. 5 Discuss third-party payments for services through Federal health insurances—Medicare and Medicaid; under what conditions will reimbursement be made and to whom.

**UNIT III—ADMINISTRATION OF A SERVICE ORIENTED
SPEECH AND HEARING CLINIC**

- L.O. 1 Discuss various settings for the provision of speech/language or audiology services:
 - Schools
 - Hospital Clinics
 - Private Clinics
 - Rehabilitation Centers
 - Health Care Facilities
- L.O. 2 Discuss the procedures for establishing a clinical service program.
- L.O. 3 Discuss the role of the audiologist in public relations.
- L.O. 4 Discuss funds required, support services, etc. in the establishment of a service clinic or school program.
- L.O. 5 Establishing a private practice.
- L.O. 6 Discuss the availability of Federal funds for program support.
- L.O. 7 Discuss the standards for provision of speech/language and audiology services established by the American Speech and hearing Association.
- L.O. 8 Discuss the guidelines for and implications involved in advertising.
- L.O. 9 Discuss the ASHA Code of Ethics and guidelines for the dispensing of hearing aids.
- L.O. 10 Discuss the regulations and procedures for applying for P.S.B. accreditation through A.B.E.S.P.A.
- L.O. 11 Demonstrate and practice trouble shooting techniques, minor repairs of equipment, and calibration techniques.
- L.O. 12 Demonstrate and prepare a plan for the design of a clinic that will allow for the effective provision of services.

UNIT IV—GETTING READY FOR THE REAL WORLD

- L.O. 1 Demonstrate and prepare a professional vita.
- L.O. 2 Discuss public relations and rules of order as they apply to potential employers and the interview process.
- L.O. 3 Creating your own position.
- L.O. 4 The benefits and perils of private practice.

LEARNING ACTIVITIES

- 1. Attend all class lectures.
- 2. Laboratory experiences on trouble-shooting equipment malfunction, making minor repairs, equipment maintenance and calibration.
- 3. Presentation by class members on the development of their clinic design.
- 4. Final examination.
- 5. Submission of final detailed design plan for students' proposed "clinic".