



Audiology Scope of Service

Guideline

It is the policy of Cleveland Hearing & Speech Center to serve individuals with known or suspected disorders of hearing and communication.

Narrative:

The department will serve children and adults of all ages with either developmental or acquired communication disorders. Any and all services provided will fall within the scope of practice as directed by the American Speech-Language and Hearing Association. Actual procedures will be dictated by Best Practices, and other regulating guidelines such as Medicare/ Medicaid private insurance and contract guidelines. Current procedures will be documented in the Audiology Procedure Manual and via email in real time as changes occur.

CHSC is an outpatient service agency with 4 locations (University Circle, Lyndhurst, Broadview Hts., Westlake). CHSC's normal business hours are 8:30 – 5pm. In addition, CHSC typically offers services until 7 pm at least one evening per week. Consumers are generally medically stable and not in acute medical or psychiatric distress and are able to participate in outpatient services at one of our office locations. At times, we may provide services in other settings (e.g., nursing home/skilled care facility). CHSC has contracts with several school districts to provide services within their locations and CHSC accepts referrals from other allied professionals and directly from the client themselves.

CHSC will continue to look for opportunities that serve the purpose of serving those with hearing and communication disorders and fall within the scope of practice of audiology. Program and services will be developed, in real time, to meet those needs.

Audiologic services provided include:

- Assessment of hearing sensitivity
- Assessment auditory processing skills
- Management of hearing loss
- Recommendation and fitting of hearing aids, hearing aid accessories and other assistive listening devices

When it is determined that a client requires services that are not provided by CHSC the treating clinician will make referrals to appropriate professionals/providers.

Fees are charged for most services rendered. CHSC participates with a variety of insurance companies and third party payers. In addition, CHSC has the Audiology Patient Assistance Program for those with limited financial resources

Frequency and intensity of service is determined by the need. Services continue for the client as long as the client chooses CHSC for audiology services. Management of hearing loss is ongoing, with no formal discharge from service. If and when CHSC is notified of a client's death, that is noted in the chart and all further correspondence/mailings are stopped.

Procedure:

- I. CHSC's client care coordinators will do their best, based on the information provided by the client, to schedule clients with clinicians appropriately, ensuring the best client-clinician match.
- II. Clinicians will identify any situations where they are not competent or capable of providing services and notify the director, the client care coordinator, and, if appropriate, the family. In this event, the clinician will make appropriate referrals to professionals within CHSC or elsewhere in the community to ensure proper services are obtained.