Table of Contents

I. INTRODUCTION .......................................................... 2
   A. Philosophy and Purpose ........................................... 2
   B. Ethics, Confidentiality, and Professionalism ................ 2
   C. Clinic Staff ........................................................... 3
      1. Professional Staff ............................................... 3
      2. Administrative Staff ......................................... 3
   D. Physical Facilities .................................................. 4
      1. Therapy and Assessment Rooms ................................ 4
      2. Materials and Equipment ...................................... 4
      3. Clinic Parking .................................................. 4

SUPERVISED PRACTICA: POLICIES, DUTIES, AND RESPONSIBILITIES ............................ 5

E. Practicum Team .......................................................... 5
   1. The Faculty Supervisor ......................................... 5
   2. The Practicum Student ......................................... 6

F. PRACTICUM CASE LOAD AND HOUR REQUIREMENTS ............. 10
   1. Practicum Hours Tracking ..................................... 10

G. EVALUATION PROCEDURES: ........................................ 10
   1. SUPERVISOR EVALUATION OF STUDENTS .................... 10
   2. CLINIC EVALUATION OF STUDENTS ......................... 11

II. PSYCHOLOGY CLINIC POLICIES AND PROCEDURES ............. 14
A. GENERAL POLICIES AND PROCEDURES ........................... 14
   1. Assignment of Cases: .......................................... 14
   2. Contacting Clients: ............................................ 14
   3. Appointment and Room Scheduling: ............................... 15
   4. Use of Therapy Rooms: ......................................... 16
   5. Recording of Sessions: ......................................... 16
   6. Forms Used at Intake: .......................................... 16
   7. Intake Interview: .............................................. 18
   8. “Initial intake” procedures: .................................... 18
   9. General information about intake interviews: ................ 19
   10. Referral and Disposition of Cases: ............................. 20
   11. Fee Setting and Collection: .................................... 20
   12. Emergencies: .................................................. 21
   13. Test Storeroom: .............................................. 22
   14. Copying client information: ................................... 22
B. THERAPY CASES .......................................................... 23
   1. Intake Report: ................................................... 23
   2. Outcome Measures: ............................................ 24
   3. Opening, Maintaining & Closing Files: ........................ 24
C. ASSESSMENT CASES ...................................................... 31
I. INTRODUCTION

A. Philosophy and Purpose

The University of North Texas Psychology Clinic was founded in 1972. The purpose of the Clinic is threefold: Professional Training, Scientific Research and Community Service. Professional, competent training in clinical services and research is offered to graduate students in the applied programs of the Department of Psychology.

The Psychology Clinic staff of graduate students and their faculty supervisors provide confidential psychological services to the people of Denton County and the surrounding areas, including the Dallas/Ft.Worth Metroplex. These services are designed to be responsive to the needs of the community and related human services. Psychology Clinic services are directed toward prevention, evaluation, and intervention.

The professional orientation of the Clinic can best be described as eclectic. Family therapy, child therapy, marital counseling, and individual counseling and psychotherapy, group therapy and various evaluation/assessment methods are offered. Behavior modification, psychotherapy for life-situation/life-style adjustment, and chronic mental illness are available. Clients are thus able to receive appropriate help for diverse problems and students in training are afforded the opportunity to acquire related foundational and functional professional competencies.

B. Ethics, Confidentiality, and Professionalism

Professionalism, ethical conduct, and confidentiality prevail in the operation of the Psychology Clinic. The Psychology Clinic adheres to all appropriate professional guidelines stipulated by the American Psychological Association (APA, 2002) and the state of Texas.

Each case is handled jointly by a graduate student and an experienced, qualified psychologist. The psychologist supervises the training student directly and has ultimate responsibility for case management. Records and information concerning clients are for administrative (see Federal HIPAA law [1996] for additional information), professional and research use only. No information regarding a client may be given to another person or agency unless the client designates his/her willingness by informed consent in writing or as required by Texas Statute (i.e., Health and Safety Code, CHAPTER 611. MENTAL HEALTH RECORDS, SECTION 571.015 INSPECTION OF COURT RECORDS [See reference in Clinic Office]; Texas Rule of Evidence, RULE 510. CONFIDENTIALITY OF MENTAL HEALTH INFORMATION IN CIVIL CASES [See reference in Clinic Office]). Before a client gives approval for disclosure he/she should be made aware of the nature of the contents of such communication. No information regarding a client (even that he/she is a client) is transmitted to anyone via telephone, internet, or any other forms of...
communication. Client files and data (audio, DVD’s and/or tapes, assessment data, etc.) are locked in the Psychology Clinic at night. When such files and data are used by the student-clinician and/or supervisor these materials are handled in a professional and ethical manner.

C. Clinic Staff

1. Professional Staff

Faculty supervisors oversee the vertical practicum teams that provide client care. The vertical team consists of graduate students at each level of training to each practicum team. One to three students at each level are assigned to each team, with an ideal team size of 5 to 7 members.

Each vertical practicum team is supervised and assisted each academic year by a faculty supervisor from the clinical, counseling, or clinical health psychology/behavioral medicine program. Students are generally assigned to a team for one year. Students in the various applied graduate programs are assigned to teams by their respective program directors.

The vertical team concept provides students at all levels of training with intense, in-depth, practical experience related to providing psychological services to clients. The assignment of students to a different vertical practicum team each year provides breadth with respect to professional orientations.

2. Administrative Staff

The Clinic Director is responsible for the administrative functioning of the Psychology Clinic. The Clinic Director also serves as Chair of the Psychology Clinic Executive Committee (PCEC) that oversees research and determines policy and procedures in the Clinic. The Clinic Director is assigned a research assistant (RA) who assists with the systematic collection of client outcome data as well as monitoring ongoing research projects. Administrative office personnel are an integral part of the Clinic functioning. They handle appointments, correspondence, filing, access to Clinic rooms, and other tasks assigned by the Clinic Director or Clinic Administrative Coordinator.
### D. Physical Facilities

1. **Therapy and Assessment Rooms**

   The Psychology Clinic is open while the University is in session, during which time a faculty supervisor is on duty. Morning, afternoon and evening appointments are available. Rooms are available for individual, group/family, and play therapy, as well as for vocational, psychological, and neuropsychological assessment. In addition, facilities are provided for digital recording and one-way visual as well as audio observation/supervision.

2. **Materials and Equipment**

   Assessment materials are stored in the Anna Wright Memorial Assessment Library (“Test Storeroom” – Terrill Hall room 125) and may be checked out by authorized students during the posted hours. Graduate assistants operate the Assessment Library. Students who check out assessment materials are responsible for maintaining the confidential nature of the test materials as well as for their professional and responsible use.

   Student-clinicians can check out equipment; e.g., tape recorders, CD/Tape players/recorders by signing for the equipment with the Assessment Library staff. It is the responsibility of the student-clinician to report any malfunctioning equipment to the Assessment Library staff so that it can be repaired.

   Audio equipment is available for training and therapy use (electronic listening device with microphone “bug-in-the-ear” system). This equipment is monitored and checked out from the Clinic Director. Individuals using the equipment are responsible for leaving it in good order and for reporting any malfunctioning.

3. **Clinic Parking**

   Note: UNT students, staff and faculty are **NOT** eligible to receive parking permits. Other regularly scheduled clients may receive a parking permit at the end of one session to be used at the subsequent appointment time.
SUPERVISED PRACTICA: POLICIES, DUTIES, AND RESPONSIBILITIES

The UNT Psychology Clinic is simultaneously a community service, professional training, and scientific research facility. As such, its personnel - faculty, students, and staff - bear a joint responsibility for their accountability, professional and ethical conduct, as well as procedural standards. Coverage for the clinic is provided during all hours of Clinic operation by a faculty supervisor and a student-clinician. Policies, duties, and responsibilities involved in this Clinic coverage and in the management of cases are outlined below.

E. Practicum Team

The main vehicle of service, training, and research in the Psychology Clinic is the practicum team. The team is comprised of a faculty supervisor and doctoral-level graduate students. Each of these individuals is responsible for selected duties and procedures in Clinic operations.

1. The Faculty Supervisor

The duties and responsibilities of the faculty supervisor are considerable. He or she must constantly oversee, guide, and coordinate the professional training of students, the provision of high quality services to clients, and contributory participation in Clinic research projects. Both ethically and legally, it is the faculty supervisor’s professional competence and license that are invoked and, at times, evaluated as supporting professional training and services.

Besides knowing and conforming with Texas State Law and the Ethical Principles of Psychologists and Code of Conduct of the American Psychological Association (2002), faculty supervisors are responsible for the following:

a) Maintaining professional licensure and providing most current copy for Clinic records

b) Serving as the on-site faculty supervisor during assigned times when the Clinic is open. Each supervisor carries a cell phone while on duty

c) Overseeing cases assigned to practicum students for intake, assessment, and/or treatment

d) Meeting regularly with practicum students for both group and individual supervision to review case progress, the refinement and/or revision of clinical services, and professional training

e) The supervisor is responsible (professionally, ethically, and legally) for the
quality of services provided to clients by team members.

f) Transfer, termination, and disposition of cases is the responsibility of the supervisor.

g) Signing all case progress notes, written reports and initialing letters or correspondence connected with assigned cases

h) The supervisor is responsible for the quality of reports and integrity of files assigned to practicum team members.

i) Providing feedback to students, to the Clinic Director, and to the Director of Clinical, Counseling, or Clinical Health Training, both verbally and in writing, on their evaluation of individual students’ competencies, areas of concern or potential improvement, and overall professional development.

j) Serving as consultant to other teams when requested

2. The Practicum Student.

Students are assigned to practicum teams by their program director on the basis of common interests, diversification of the student’s professional training, and related factors. Whenever possible, students are assigned to practicum teams that best reflect the student’s rank-ordered preferences and professional development.

Practicum students are expected to conduct themselves as professionals, both within the Clinic and without. Within the Clinic this means appropriate behavior, professional attire, and responsible treatment of all materials.

In addition to the time spent in weekly team meetings, and individual supervision, practicum students are expected to spend an additional 6 to 9 or more hours per week in direct services, record keeping, and session review. Students are given approval to accept cases by their faculty supervisor. Case assignments are always in accordance with the student’s developing competencies and the clinical needs and requests of the client(s).

a) Practicum students are responsible for the following:

(1) The student assigned on-call coverage must sign-in with Clinic office staff (i.e., place photo on the on-call board) at the beginning of their on-duty time and be available in the on-call room (Terrill Hall 147).

(2) The student on-call will be expected to take referral information from perspective Clinic clients who telephone or walk-in to the Clinic and schedule an initial intake appointment. Remember that individuals are afforded the same privilege of confidentiality whether they are a perspective or actual Clinic client.
The On-call clinician takes “blue-sheet” or “pink-sheet” information over the phone or with the walk-in. If the individual is a prospective therapy client, the on-call clinician proceeds to the steps outlined below. However, if individual is requesting specialized services (e.g., assessment, child, group, couples/family, etc.) or there is a notice posted regarding a therapy waiting list, then the clinician completes blue/pink sheet and turns it into the Clinic Administrative Coordinator.

(a) Once blue-sheet information is completed, the clinician checks available “initial intake” appointment times and schedules with prospective client. There will be an appointment book in the on-call room to write down the client’s name under the corresponding time. Be sure to ask client to arrive at least 45 minutes before the scheduled appointment time to complete all necessary paperwork. It is also very important that the client understand that he/she will initially be meeting with an “intake coordinator” and that his/her permanent therapist will be assigned after more information (and presumably a more appropriate match is made) is gathered.

(b) Complete the form requesting staff to schedule a room and notify the clinician (via e-mail and clinician mailbox) who will be conducting the scheduled intake.

The student on call will be expected to handle or assist with any crisis situations that occur during his/her designated Clinic coverage time (refer to the General Procedure Section in this manual for a discussion of Emergencies (pp. 21-22).

Students are expected to arrive promptly for “on-call” duty time and scheduled appointments, to be dressed professionally (e.g., no flip-flop shoes, shorts, tattered jeans, strapless or spaghetti-strap blouses, tank-tops, etc.), to vacate therapy rooms promptly, 10 minutes before the next scheduled appointment, to leave therapy rooms in good order (replace any furniture moved, etc.), and report any malfunctioning equipment to Clinic office staff.

NOTE:
The on-call student is acting as an agent of the Clinic for purposes of collecting general information regarding the presenting problem/referral question. The on-call student should maintain clear and professional boundaries that would in NO WAY imply a therapeutic relationship. Do NOT meet with walk-in intake/crisis clients in the on-call room. Sign out a Clinic therapy/assessment room so that digital monitoring can take place. Walk-in crisis clients should sign a Mental Health Care Services Consent Form.
(6) Student clinicians will be scheduled for one "intake hour" in addition to their "on-call" hour. Please refer to General procedure section in this manual for a discussion of the "initial intake" process (p. 14).

(7) If, at the end of the Clinic day, an emergency situation arises or is in progress, the clinician will notify the Clinic office staff so that the on-duty supervisor can be notified and remain on duty until the emergency is resolved.

The on-call student-clinician will also be expected to remain after hours to offer any assistance necessary (e.g., remain in the Clinic office after the office staff have left for the day, answer in-coming crisis-related phone calls, lock rooms etc.).

(8) **IN ALL EXCEPT EMERGENCY SITUATIONS, CLINICIANS WILL VACATE CLINIC ROOMS 10 MINUTES BEFORE CLINIC CLOSING TIME.**

b) **STUDENTS ARE TO ADHERE TO THE HIGHEST STANDARDS OF PROFESSIONAL PRACTICE WHILE IN THE CLINIC.**

(1) The Clinic is a public facility which offers services to Denton and surrounding communities. The decision to seek and receive psychological services is a serious matter for most individuals. Students need to be equally as serious about maintaining an appropriate environment where clients can receive professional services.

(2) Students are to be in the Clinic **only** when they are conducting Clinic business.

(3) The Clinic is **NOT** to be used as a gathering place. Students should utilize the lounge space located directly above the Clinic in Terrill Hall (room 247).

(4) Computers, printers, copiers, and phones are for clinic-related activities only (i.e., practicum course activities)

c) **Practicum students’ Roles and Responsibilities (Goals of Vertical Team Concept) are as follows:**

(1) Third Year Students and above:

   (a) Assume responsibility for assessment and/or therapy cases as instructed by practicum supervisor

   (b) Assume responsibility for records management, consultation, peer supervision, referral, transfer, and termination of their Clinic cases as directed by the supervisor

   (c) Perform Clinic duties as outlined in Clinic Procedures section of this manual (Section III, p. 14)
(d) Provide on-call coverage and conduct scheduled initial intakes as scheduled

(e) Participate in team meeting case presentations

(2) Second Year Students:

(a) Assume responsibility for assessment and/or therapy cases as instructed by practicum supervisor

(b) Perform Clinic duties as outlined in Clinic Procedures section of this manual (Section III, p. 14)

(c) Serve as on-call clinician and conduct scheduled initial intakes as scheduled

(d) Assist advanced team members and supervisor in practicum activities and observe their activities

(e) Participate in team and case presentations

(3) First Year Students:

(a) Meet course requirements for Psychology 5420/5430 and acquire basic assessment skills to administer and interpret psychological objective and projective tests. Successfully complete Psychology 5420/5430 check outs.

(b) Become familiar with all Clinic procedures and policies as outlined in this manual.

(c) Observe second, third and fourth year students conducting assessments, interviews, and therapy as well as all other associated Clinic procedures

(d) Perform interviews (social history, developmental history, mental status) and assist second year students with assessments after Psychology 5420/5430 check out, as directed by supervisor

(e) Participate in intakes and therapy sessions at supervisor’s discretion

(f) Attend team meetings

(g) Fulfill general practicum student responsibilities in the Clinic when working with advanced students on cases and intakes
F. PRACTICUM CASE LOAD AND HOUR REQUIREMENTS

1. Practicum Hours Tracking

a) Practicum time logs are maintained by each practicum student to keep a running total of experience in practicum and other psychological interventions.

**NOTE:** Clinical record-keeping should begin at the very beginning of one’s clinical training. Internship sites will require extensive information on their applications; the better your records are, the easier the application process will be.

Students are strongly encouraged to track hours by using APPIC’s (Association of Psychology Postdoctoral & Internship Centers) MyPsychTrack (www.mypsychtrack.com) for free service (coupon code: 7bfcc7cb-91c1-41c4-80ec-7059bcd656cd).

b) Each student is responsible for recording a cumulative total to ensure awareness of progress toward meeting his/her program’s hourly requirements.

c) APPIC requires that applicants record information regarding the populations served (see APPIC application on the web page located at WWW.APPIC.ORG for current requirements). Students should track this information as well.

d) Additionally, the APPIC application will ask for information regarding treatment settings, type and number of tests administered, gender, and special populations served (e.g., disability, sexual orientation, minorities). Student-clinicians are STRONGLY ENCOURAGED to develop a routine for tracking this information (see APPIC application on the web page located at WWW.APPIC.ORG for current requirements) to keep as part of their personal records (***you will wish you had when applying for internship***).

e) At the end of each semester, the student completes a Semester Summary of Hours form. After this form is signed by both the student and faculty supervisor, it is given to the Clinic Director. The clinic database (i.e., Titanium) allows the director and supervisors to track contact hours, which is used for auditing purposes.

**IMPORTANT NOTE:** Each student-clinician is responsible for documenting the information required by his/her program. Please refer to your respective program manual for additional information regarding practicum requirements.

G. EVALUATION PROCEDURES:

1. SUPERVISOR EVALUATION OF STUDENTS

Supervisors provide all team members with periodic feedback on their practicum
performance as part of the student’s learning experience. This feedback process is an on-going part of supervision and team interaction. Supervisors provide formative and summative evaluations each semester. The Practicum Evaluation Form should be completed by the supervisor, discussed with the student, signed by both student and supervisor and returned to the Clinic Director each semester. A copy of the evaluation goes in the student’s permanent file. The student’s grade in practicum is therefore based on: 1) meeting program hour requirements for direct client contact, technical assistance, observation, assessments, supervision received and/or provided; 2) Supervisor’s evaluation of student’s performance; and 3) Student’s performance in the Clinic.

2. CLINIC EVALUATION OF STUDENTS

   a) File Reminder Notices: Case files are reviewed periodically by the Clinic to check for completeness and accuracy. A notice is sent to the student via e-mail indicating what is lacking.

   b) Clinic Performance Input Into Practicum Grades:

   Practicum students’ performance in the Clinic is an integral part of their training experience. Case management and direct contact with community members as well as responsibility to an agency are aspects of the practicum which are emphasized within the Clinic. Therefore, the Clinic Director monitors and evaluates the performance of students in pertinent areas. This evaluation is weighted in the student’s practicum grade.

   (1) The Clinic Director may suspend a student from the Clinic if his/her behavior violates ethical standards, Clinic policy or places clients in jeopardy. If a student has not made up deficiencies and/or made arrangements for transfer/termination of cases prior to the end of the semester, the student will receive a grade of Incomplete (I), or the student’s grade may be lowered. Additionally, the student may be required to complete remedial work assigned by the Clinic Director in order to demonstrate minimal competency, professionalism, etc.

   NOTE: The student will be required to submit a “Change of Grade Form” and pay the associated fee to have a grade of “I” changed, unless the grade is the result of administrative error, insufficient case assignments, or is instructor initiated.

   (2) Students may appeal any disciplinary action of the Clinic Director to the Psychology Clinic Executive Committee (PCEC).

   (3) Students’ Responsibilities in the Clinic: Evaluations are based on the ethical and professional manner in which the student conducts him/herself in carrying out the following duties and responsibilities:

   (a) Check in on time for on-duty coverage and scheduled intake
appointments

(b) Receive client signatures on the UNT Psychology Clinic Consent for Treatment form and verbally review the content with the client as well as ensure signatures on any release forms used

(c) Keep ALL CLIENT DATA, INCLUDING AUDIO AND DIGITAL RECORDINGS, and files in the Clinic when not being used for supervision. Client information should NEVER leave the building, under ANY circumstances, without the approval of the Clinic Director

(d) Return messages left by clients and communicate with Clinic staff as needed regarding fees, appointments, etc.


(e) Be on time for scheduled appointments

(f) Enter appointments in Riverstick (i.e., digital recording) and Titanium (i.e., clinic database) IN ADVANCE

(g) Contact and schedule appointment with assigned client promptly

(h) Have intake reports, assessment reports, and other file data in the client folder as required (exception - initial intake paperwork is given to clinic staff)

(i) Check personal clinic mailboxes and your UNT e-mail for messages and materials on a regular basis

(j) Open and close files appropriately and in a timely manner

(k) Maintain quality of intake and assessment reports, transfer, evaluation, and termination reports

(l) KEEP FILES UP-TO-DATE

(m) Monitor information on the Emergency Information Form to ensure that it is current

(n) TURN IN FILES 30 MINUTES PRIOR TO CLINIC CLOSING TIME

(o) Submit a “Transfer Request Form” (green) for all cases which need
to be transferred (recommending who the new therapist should be with rationale) prior to submitting the file for closing

(p) Submit a “Transfer of Supervision” form when the clinician is continuing with the same client but changing supervisors (most commonly in at the beginning of the Fall semester)

(q) For cases being re-opened, the new clinician should complete a new “Consent for Treatment” form.

(r) For assessment cases on a current therapy client, an additional “Consent for Treatment” form should be signed by the client and evaluating clinician.

(s) When it is necessary to send reports, document communications, etc. from a file that has already been closed, the student-clinician will have the Clinic Director co-sign “Contact Sheet” and or “Progress Record” entries.

(t) Check bulletin boards and chalkboard regularly and adhere to any new procedures

(u) VACATE THERAPY/ASSESSMENT ROOMS PROMPTLY (10 MINUTES BEFORE THE NEXT SCHEDULED APPOINTMENT/END OF THE CLINIC DAY)

(v) Clean out mailboxes at the end of each semester, and NEVER leave client data (i.e. testing data, blue or pink sheets, etc.) in mailboxes. At the end of the spring semester, EVERYTHING MUST GO, in order for the staff to get ready for the next academic year! (The only exception is if you are enrolled in practicum for the summer sessions).
II. PSYCHOLOGY CLINIC POLICIES AND PROCEDURES

As a service, training and research facility, the UNT Psychology Clinic follows procedures designed to ensure consistently high quality and confidential service delivery, to instill high standards and professionalism in students, and to gather data which promotes quality and advances knowledge.

NOTE: SAMPLES OF FORMS MENTIONED IN THIS SECTION SHOULD BE AVAILABLE IN THE CLINIC STAFF ROOM (i.e., “Clinicians’ Waiting Room”).

A. GENERAL POLICIES AND PROCEDURES

THE FOLLOWING APPLY TO ALL CLINIC CASES.

1. Assignment of Cases:
   a) Therapy Cases:
      Therapy cases are referred/assigned to student-clinicians by the Clinic Director on a rotating basis. The student and his/her supervisor determine appropriate disposition of the case (e.g., acceptance, transfer, referral). When a case is accepted by a student-clinician and his/her supervisor, the procedures outlined in the following sections will be observed (See pp. 23-31 of this manual for procedures specific to therapy cases).

   NOTE: Case load information reflects both the number of “bluesheet” referrals assigned and files currently open. Because therapy cases are assigned based on caseload and date of last case assignment, it is essential that students keep information updated (e.g., return “bluesheet” referrals as soon as possible, close inactive files).

   b) Assessment Cases:
      Assessment cases are referred/assigned to student-clinicians on a rotating basis by the Clinic Administrative Assistant. The student-clinician and his/her supervisor determine appropriate disposition of the case (e.g., acceptance, transfer, referral). When a case is accepted by a student-clinician and his/her supervisor, the procedures outlined in the following sections will be observed (See page 31 of this manual for procedures specific to assessment cases.)

2. Contacting Clients:
   a) Client phone numbers are available on the referral form, Personal Information Form, Emergency Intervention form, and client index card. The student-clinician should pay close attention to the contact number preferred by the client. These numbers should be kept current. Additionally, the student-clinician should carefully read information on the referral form regarding messages, voice-mail, caller I.D., etc.
(1) The student-clinician should be circumspect when calling a client or potential client. Leave only your name and number; do not identify yourself as a clinician to family members, co-workers, answering machines, or voice-mail.

(2) **Use of the Clinic phones is restricted to client-related calls.** Clinic Staff will not be responsible for taking personal messages.

(3) The student-clinician should have possible appointment times clearly in mind to offer the client before calling.

(4) **ALL** phone calls are recorded on the Contact Sheet located on the left side of the client file (e.g., messages left, appointments scheduled, etc).

(5) Student clinicians may contact clients through the psychology clinic@UNT.edu e-mail **only**. Do Not Use student or personal e-mail to communicate with clients.

**NOTE:** Any communication involving pertinent information (e.g., crisis intervention, detailed information disclosed by the client, physician/referral source contact, etc.) should be documented on the contact sheet as well as more detail provided in a “Progress Note” entry in Titanium.

3. Appointment and Room Scheduling:

a) By the end of each week a student-clinician should attempt to set his/her appointments for the next week in the Riverstick recording calendar under “Schedule Management” and Titanium. This is essential so that sufficient parking permits for clients can be obtained as well as keeping Clinic office staff adequately informed to answer questions from clients regarding their appointment time, clinician’s name, etc.

b) Student-clinicians schedule rooms and appointment times **IN ADVANCE**, using both Riverstick and Titanium. In case of cancellation, the student or office staff cancels the appointment, which releases the room. When used for coursework (the lowest priority), the qualifier “Course Work” should be selected to indicate that the room is available for direct client services. Rooms MAY NOT be scheduled more than one week in advance. Only the Clinic Administrative Coordinator will assign rooms for the entire semester (typically reserved for courses only).

**NOTE:** Use of Clinic rooms is prioritized in the following manner: 1. direct client services, 2. applied training, 3. other approved uses.

c) Student-clinicians are to be punctual for appointments.
d) All “other” uses of Clinic rooms (e.g., research, studying for comps, etc.) must be approved in advance by the Clinic Director or Clinic Administrative Coordinator.

e) Any appointments scheduled outside of regular clinic client hours (M-Th 10 am to 8 pm, and Fridays 10 am to 5 pm), must have a signed yellow “Off Hours Request” form submitted (with supervisor’s signature) to the clinic Administrative Coordinator before scheduling the client.

4. Use of Therapy Rooms:

a) It is the student-clinician’s obligation to vacate therapy rooms on time. Rooms used for therapy and assessment are vacated 10 minutes before the next scheduled appointment. The last appointment of the day ends 10 minutes prior to clinic closing time.

b) It is the student-clinician’s responsibility to ensure that the room is ready for the next session (furniture in place, etc.)

5. Recording of Sessions (required for all sessions unless otherwise approved):

a) Digital recording of rooms is the sole responsibility of the student-clinician. Student-clinicians indicate for digital recording to occur (placing a checkmark in the box before clicking save) at the same time that an appointment or room (i.e., “resource”) is scheduled in Riverstick, menu option “Schedule Management.” Any long-term (longer than 1-week) storage of recorded material or burning on to DVDs is done only by making a request through the Clinic Administrative Coordinator by using the “Save/Burn Management” menu option.

b) Audio tapes for recording of cases are assigned to student-clinicians by the Clinic Administrative Coordinator as needed.

Any recorded material (e.g., audio, DVD) are to remain in the clinic locked file cabinet except when being used for supervision. Recorded material must be erased or destroyed at the conclusion of a case or end of the semester (unless approved by supervisor for purposes of meeting program requirements and communicated to the Clinic Director).

6. Forms Used at Intake:

a) UNT Psychology Clinic Consent for Treatment form MUST BE SIGNED BY ALL CLIENTS AND INCLUDED IN ALL CLIENT FILES. It is the student-clinician’s responsibility to make sure the form has been signed before he/she discusses anything with the client.

**NOTE**: All clinicians should obtain consent to treat (e.g., assessment clinician assigned to an existing therapy case should also complete a consent form).
b) Each client must be provided with a copy of the *Notice of Privacy Practices (NPP)*. The client’s should sign the *Acknowledgement of Receipt of Privacy Notice* indicating that they have received the NPP. If the client refuses to sign for some reason, the clinician will need to complete the bottom portion of the form.

c) *Emergency Information Form* MUST BE FILLED OUT BY ALL CLIENTS (top left-side of file). This form must be kept up to date and is the responsibility of the current student-clinician.

d) *Adult Clinic Personal Information Form* must be completed by each adult client (over 18 years) receiving services. These forms are completed online using the clinic laptop computers or with paper and pen. The clinic staff print the results after the client has completed them and before the intake interview begins. Adults also complete the Psychiatric Diagnostic Screening Questionnaire (PDSQ, Zimmerman, 2002).

e) *Child/Adolescent Personal Information Form* must be completed by the child’s legal guardian or a legally appointed agent. If the client is a child (under 18 years) the legal guardian must be present at the time of intake. If the legal guardian is not present, the client must be rescheduled at a time when the legal guardian can be present. These forms are completed online using the clinic laptop computers or with paper and pen. The clinic staff print the results after the client has completed them and before the intake interview begins.

```
NOTE: Any child under the age of 12 MUST have a legal guardian or a legally appointed agent present in the Clinic at ALL times. Children 12 years of age and older may be left in the care of the student-clinician for reasonable periods of time, given that the guardian has provided emergency contact information and made appropriate arrangements for the child’s lunch, transportation, etc.
```

f) *UNT Psychology Clinic Consent for Treatment* for Minor Child. This form must be signed by the child’s legal guardian BEFORE any psychological work can be done with the child/adolescent (also recommended to get signed assent when working with adolescents).

g) *Request for Release of Information Form*. If, in the judgment of the student-clinician/supervisor further information on the client needs to be obtained from individuals and/or agencies, then the clinician must have the client sign a *Request for Release of Information Form*. Or a *Two-way Release of Information Form* must be signed by the client to allow the student-clinician to both receive and provide information. A separate form must be completed for each individual and/or agency to be contacted for information. The original is sent to the individual/agency specified and a copy is placed in the client’s file (left side).
h) **Consent to Release Information Form.** If, in the judgment of the student-clinician/supervisor or by client request further information on the client needs to be sent to individuals and/or agencies, then the clinician must have the client sign a **Consent to Release Information Form.** A separate **Request/Consent for Release of Information Form** must be completed and signed for each individual/agency to be informed about the psychological contact taking place.

i) After the intake session, all forms are to be attached to an **Open File Request Form** (white half-page) and put in room 171 in the Administrative Coordinator’s Inbox. If the clinician is conducting the intake for the clinic (during clinician’s scheduled “intake hour”), he/she should give paperwork directly to the office staff to be securely filed while the initial intake report is in progress. **NO FORMS ARE TO BE REMOVED FROM THE CLINIC EXCEPT FOR CONSULTATION WITH THE CASE SUPERVISOR AND MUST BE RETURNED 30 MINUTES PRIOR TO CLINIC CLOSING.**

7. Intake Interview:

Students will be assigned intake cases in **two** ways.

a) Clinician will receive a "blue sheet" with a half page (white) indicating the scheduled initial intake appointment has been made during that clinicians "initial intake" hour. The student clinician will also receive e-mail notification that the appointment has been scheduled.

b) Clinician will receive a "blue sheet" with memo attached. The clinician will need to contact the client and schedule the intake appointment. This process will typically occur with child, couple/marital and family therapy cases, during wait-list times as well as at the beginning of the summer and fall semesters. The student will write an intake report to be approved and signed by his/her faculty supervisor.

8. "Initial intake” procedures:

a) Discuss Clinic operations, supervision, confidentiality, fees, etc. and (see intake interview procedures described in the following section) with the client. Sign consent form with client.

b) **Important note** – each intake clinician must ensure that his/her initial intake appointments are digitally recorded through the Riverstick system.

c) Gather more detailed information from client regarding current presenting problem.

d) Explain to client that someone will contact them soon to schedule his/her regular standing appointment time.

e) Complete the “Initial Intake Report” according to the outline and example provided (please refer to sample in clinicians waiting room).
f) Turn completed report into the Clinic staff for the Clinic Director to review.

g) The Clinic Director will return the form to the student clinician’s mailbox for corrections.

h) The student clinician should make any necessary changes and return to the clinic staff for the Director’s signature (the student-clinician should assume perfection, print on clinic letter-head and sign corrected report).

i) The Clinic Director will have the staff open the file and assign the case to a permanent clinician. **Note** - after seeing the client for the first scheduled appointment, the permanently assigned clinician should fill out an “Open File Request Form” in order to open the file under his/her faculty supervisor’s name (all cases are initially assigned under the student clinician and clinic director). If a file has been opened and assigned to a student and the client never returns for his or her appointment, the student clinician simply needs to make a progress note entry explaining the situation. The file is then submitted for closing (please refer to section on file maintenance and closing).

j) Each clinician will receive a notice when the case is assigned. The “Initial Intake Report” will suffice for the Clinic file and function as an initial treatment plan (as required by Texas Psychology Board Rules). In other words, an Intake Report will not be required unless the faculty supervisor deems it necessary to the case. The permanent therapist will need to sign the consent form as well as the student conducting the initial intake.

9. General information about intake interviews:

a) The client should be informed about the scope of confidentiality (see resources in the Clinic office) and about the training function of the Psychology Clinic at the beginning of the Intake interview, using the **UNT Psychology Clinic Consent for Treatment** form information. Additionally, it is important to inform clients at the outset concerning semester breaks, holidays, charges for missed appointments, etc. Copies of “Information Guide for Psychology Clinic Clients” are available in the Clinic office. The Client is given the **UNT Psychology Clinic Consent for Treatment** form to read and sign.

b) Clinicians inform clients about necessity to check in with Clinic office staff before each appointment

c) The Intake interview is used to obtain the information needed to determine proper assignment of the case and to provide information needed to complete an Intake Report or Assessment Report following Clinic guidelines. The report should include a summary of salient points of diagnostic and therapeutic information contained in the Personal Information Form, as well as information gathered during the intake interview. It is designed to aid the
therapist in sorting through obtained information to substantiate a reasonable diagnosis and to identify those problem areas which most interfere with the client’s successful functioning.

10. Referral and Disposition of Cases:

If the student-clinician, in consultation with his/her supervisor, decide that referral is in order in instances where the client’s problem(s) and/or needs do not seem appropriate for the services provided in the Clinic, such referral is made by the supervisor and student-clinician. Referral resources available in the community can be obtained by:

a) Consulting the “Denton County Community Services Directory” in the Clinic office

b) Consulting the Clinic Director

c) Calling the Denton County Mental Health Unit-Screening, Referrals, and Emergency Program at (800)762-0157; general number (940)381-5000.

Referrals may be made to a private physician, a psychiatrist, the University Counseling and Testing Center (for students/staff/faculty of UNT only), Community Mental Health Agencies, or any professional or agency deemed appropriate to meet the needs of the client.

11. Fee Setting and Collection:

a) There is no charge for the Intake Session. The on-call clinician who completes the therapy or assessment referral form (bluesheet/pinksheet) will quote a fee to the client using our sliding scale form. Clinicians will use the financial information provided by the prospective client to complete the fee sheet form (located in the on-call room). Upon completion, the two forms should be stapled together and placed in the Clinic Administrative Coordinator’s desk-tray. Clinicians should discuss clients’ fee change requests with his/her supervisor. Although Clinic supervisors have discretion on adjusting client fees, the Clinic Director must approve any change in fee that is below the lowest printed fee. A Request to Change Fee Form (Red) must be submitted to the Clinic Director for approval, then given to the Clinic Administrative Coordinator for processing.

b) It is the responsibility of the student clinician to inform the Clinic office staff of any fee change.

NOTE: IF A THERAPY CLIENT DOES NOT PROVIDE 24-HOUR NOTICE OF CANCELLATION, CHARGE ½ THE REGULAR FEE FOR MISSED APPOINTMENTS. ASSESSMENT CLIENTS ARE CHARGED $10.00 FOR MISSED APPOINTMENTS.

c) No case file will be opened until the fee has been set and Clinic personnel have provided notification in writing.

d) The student-clinician is responsible for ensuring that the client has CHECKED
IN with the Clinic office staff BEFORE beginning therapy and/or assessment sessions regardless if fee is due. This is particularly important because the client check-in information will be used to audit hours of direct client contact reported by student-clinicians on the Semester Summary of Hours form.

e) The clinic office is responsible for ensuring that the client HAS PAID ANY OUTSTANDING FEES BEFORE TERMINATION. Please check with Clinic office near to the termination date to verify that the client’s balance is in good standing.

12. Emergencies:

a) Before seeing any cases in the Clinic, students should (a) read the Crisis Intervention Manual (located in the on-call room) (b) discuss crisis intervention procedures with their faculty supervisor, (c) rehearse or role-play the appropriate professional and ethical conduct for handling such emergencies, and (d) read relevant literature recommended by the faculty supervisor.

b) If an emergency exists, or if there is a possibility that an emergency will develop with a new (Intake) client, the on-duty student-clinician should CONTACT the ON-DUTY SUPERVISOR promptly. The student-clinician’s discussion with the on-duty supervisor should include consideration of the following resources:

(1) For UNT Students:
    Campus Police Emergency 911

(2) For non-UNT individuals:
    Denton Police Dept. Emergency 911
    Denton County Sheriff (940) 898-5601
    Denton County Mental Health (940) 381-5000
    EMERGENCY HOTLINE (800) 762-0157

c) Emergencies are, in most instances, considered properly referred when the client is:

(1) In the custody of a family member or friend who assumes responsibility for the client.

(2) In the custody of a licensed psychologist or M.D. who assumes responsibility for the client.

(3) In the custody of the police.

d) If an on-going client comes to the Psychology Clinic office in an emergency situation and that client’s student-clinician (or faculty supervisor for the
case) is not available, Clinic office staff notifies the on-duty student-clinician and the on-duty supervisor of the emergency.

e) An Emergency Intervention Record (green) form must be filled out immediately following all emergencies by the student-clinician and signed by the supervisor who handles the case. If there is a client file on the person who has the emergency, the Emergency Intervention Record is placed in the Client’s file (with progress notes). If the person is not a Clinic client, this form is given to Clinic Administrative Coordinator and placed in the general Emergency Intervention File.

13. Test Storeroom:

a) Checking out materials:
   
   (1) 2nd, 3rd, and 4th year students can check-out materials during posted hours.

   (2) 1st year practicum students should receive necessary materials from their course TA or an upper-level student-clinician from their practicum team. 1st year practicum students will be given full check-out privileges with their supervisor’s approval (e.g., 1st year student-clinician who is administering their first independent assessment).

   (3) Check-out requests will be processed by a Test Storeroom GSA.

   (4) The student-clinician requesting materials will need to complete and sign a “Test Storeroom Agreement” form acknowledging that he/she is assuming responsibility for the items checked out.

b) Returning materials:

   (1) Returns will be processed by a Test Storeroom GSA.

   (2) The student-clinician returning materials will receive an e-mail verification that he/she has properly returned the items listed.

14. Copying client information:

   a) Please follow procedures provided in the subsequent Therapy Cases and Assessment Cases sections regarding any copying/mailing of client information to outside agencies.
b) Assessment reports may not be mailed unless the fee is paid in full.

c) Copying client information for any other reason (e.g., sample report for internship application, comprehensive core requirement, classroom instruction) **MUST** be approved by the faculty supervisor.

**Note:** Student-clinicians **MUST** meet with their faculty supervisor to determine what information needs to be redacted/concealed before submitting a work request for copying/mailing.

---

**B. THERAPY CASES**

( _The following information is specific to therapy cases. See General Procedures section [page 14] for other information._ )

1. Intake Report:

   a) The Intake Report should include:
      - Basic demographic data (name, date of birth and age, education, occupation, etc.)
      - Presenting Problem(s)
      - Behavioral Observations
      - Social History
      - Diagnostic Impressions
      - Summary and Recommendations

   **Important Note:** All report writing is to be done in the document preparation room next to the Clinician’s Waiting Room. **NEVER** save identifying information to the computer’s hard-drive. Clinicians should use the “find and replace” editing command to replace non-identifying information (e.g., “Mr. X”) with the clients actual name before printing. This modified document **MUST NEVER** be saved. De-identified information saved to computer disk **MUST** be properly password protected (see password protecting directions on page 33).

   b) The Initial Intake Report or Intake Report **MUST** be submitted to the Clinic Director or supervisor within 2 working days of completing the intake interview. The student-Clinician who conducted the intake interview is responsible for writing the report.

   c) Examples of acceptable Intake Reports are available in the clinic staff room. This format is a **guideline** for writing intake reports. Reports are expected to vary according to individual circumstances. In general, however, each report should cover the basic information called for in each of the sections outlined above. **THE INTAKE REPORT SHOULD BE SUBMITTED TO THE CLINIC DIRECTOR OR SUPERVISOR WITHIN 2 WORKING DAYS.**
d) If a report is to be released to another agency or individual, the report is to be signed by the supervisor and student-clinician and returned to the Clinic for copying and mailing. A copy is placed in the client file; the **ORIGINAL** is mailed to the individual/agency. A notation is made on the Progress Notes/Contact Sheet Form regarding disposition of the original report or any copies that are released.

**NOTE:** Reports and correspondence are to be mailed by Clinic office **STAFF ONLY**. Student-clinicians are responsible only for submitting a work request with the necessary information (e.g., contact, address).

e) **ABSOLUTELY NO** client data are to be removed from the building, under any circumstances, without the consent of the Clinic Director. The Personal Information Form and ALL other data associated with client file are to be returned to the Clinic Office **30 minutes** prior to the scheduled Clinic closing time.

2. **Outcome Measures:**

Clients are asked to complete questionnaires at regular intervals during treatment (**these questionnaires are an integral part of training and thus are required unless approved by Clinic Director**). The 3 standard measures used by all clinicians in the Psychology Clinic are the (1) Outcome Questionnaire (OQ, Lambert and Burlingame, 1996) the (2) Working Alliance Inventory (WAI, Horvath & Greenberg, 1989) and the (3) Assessment of Signal Clients (ASC, Lambert et al., 2007). These are administered to clients via the netbook computer. Other measures may be used according to supervisor preference. The OQ is given each week and the WAI and ASC are given every 3 weeks. If the client is coming in for the intake or first session, the student-clinician must indicate in Riverstick and Titanium (via comments box when booking appointment) to NOT administer the WAI and ASC. If the Client attends multiple sessions per week, the student-clinician must indicate to NOT administer WAI and ASC multiple times per week. However, all Clients are required to fill out the OQ at the first session (not the intake session).

3. **Opening, Maintaining & Closing Files:**

a) **New Cases:** (see Forms used at Intake, pp. 16-18)

At the time of the Intake interview, the student-clinician determines if the client is a new or returning client (seen at least once previously in the Psychology Clinic, and, therefore, already has a file) and then proceeds as follows:

(1) The Personal Information Form must be clearly marked for therapy or assessment.

(2) The fee for therapy and/or assessment is recorded on the top of the Personal Information Form.

(3) The name(s) of the student-clinician(s) who conducted the Intake interview and the supervisor are noted in the proper space on the Personal Information Form, as well as date of intake.
(4) The student-clinician fills out an Open File Request Form and attaches it to the Personal Information Forms and consent form. This form informs Clinic office staff as to the disposition of the case; i.e., that the student-clinician and his/her supervisor will continue with the case; that the case will be transferred; that the case will be referred outside the clinic.

(5) If it is determined at the Intake interview that the client will not continue as a client and he/she does not want to be referred to another professional or agency, a progress note should be entered, the Intake/Termination Report completed, and the file submitted for opening/closing.

(6) In any case, the student-clinician who conducted the Intake interview is responsible for writing the Intake report or Intake/Termination report and submitting it to the supervisor within 2 working days.

(7) If any of this information regarding therapy/assessment, fee, student/supervisor; date and student conducting intake is incomplete, the file will NOT be opened.

(8) All admission forms, testing materials, are to remain in the appropriate tray (TO BE OPENED, HOLD) until the file is opened.

(9) A FILE MUST BE OPENED AND AN INTAKE REPORT WRITTEN ON ALL CASES FOR WHICH AN INTAKE INTERVIEW IS CONDUCTED.

(10) All direct client contacts (e.g., intake, assessment, therapy) or meaningful phone conversations (e.g., client crisis call, consultation with physician/case manager, client shares therapeutically relevant information) MUST be briefly noted on a contact sheet and fully documented in a Progress Note entry.

(11) All other contacts (e.g., phone messages, scheduling appointments, mailing documents MUST be recorded on the Contact Sheet only.

b) Returning Clients: (See Forms used at Intake, pp. 16-18)

(1) If a returning client is returning to see previously assigned clinician, the original case file is checked out through Clinic office staff and submitted for reopening. A new file is not created.

(2) A new UNT Psychology Clinic Consent for Treatment form is completed and the Emergency Information Form is updated.

(3) The file is placed in the Clinic Administrative Coordinator’s tray in the Clinic office, with an Open File Request Form (with the student-clinician and supervisor’s name) paper-clipped to file.
(4) THE ABOVE PROCESS TAKES PLACE ONCE THE CLIENT HAS BEEN SEEN.

c) Counseling & Testing Clients:

(1) Clients being referred from C & T must call the Psychology Clinic to request services. A new blue-sheet referral form will be completed and the case will be assigned by the Clinic Director.

(2) The client may request to continue with his/her previous C&T therapist when calling the Clinic. This request will generally be accommodated unless refused by clinician’s Clinic supervisor or if the request otherwise interferes with the training needs of other student-clinicians.

d) All Cases:

(1) It is the student-clinician’s responsibility to check with Clinic office staff to see whether the case has been assigned a file number and opened. Cases are opened on the Friday following intake.

(2) Student-clinician and supervisor must sign all Progress Notes and Reports. Only student-clinicians need to initial Contact Sheet entries. Then follow the step-by-step instructions in the Titanium Users Guide designed for the clinic to close the file.

(3) Due dates for forms and reports are as follows:

   (a) **Intake Report** is submitted to supervisor within 2 working days of the completed interview.

   (b) **Assessment Report** is submitted to supervisor within 1 week of completion of data collection.

   (c) **Progress Notes** are completed and signed by clinician within **24 hours** of each session or appropriate contact (see Titanium Manual for note types). There should also be progress notes concerning unusual circumstances (e.g., to indicate if the client will not be seen for several weeks). Supervisor’s co-sign all progress note entries before or during supervision meetings.

   (d) **Contact Sheet** should note the telephone communications, correspondence sent/received, etc., as well as therapy and assessment sessions.

(4) After the case is opened, the file is set up by the student-clinician as follows for therapy files:
**SAMPLE FOLDERS ARE AVAILABLE IN THE CLINIC STAFF ROOM**
(Please handle these with care so that they are available to your fellow students).

**e) Co-therapy Files:**

1. Co-therapists decide between themselves who will be the clinician of record responsible for keeping the file up-to-date.

2. File data must be reviewed and signed by the supervisor as with any therapy case.

3. If the co-therapists are not on the same team, only one supervisor is responsible for the case.

**f) Family Case Files:** (see Forms Used at Intake, pp. 16-18)

1. Family cases are kept in one file.

2. If one of the family members is or has been seen for individual treatment, a separate new file **MUST** be opened for the family case.

3. The file should contain a UNT Psychology Clinic Consent for Treatment form (adult and minor child), Emergency Information Form and Personal Information Form for each member of the family.
(4) The intake can be written as a single report, with subsections for therapeutic and diagnostic specifics for each family member.

(5) In some instances, family members may be seen in individual therapy in addition to the family setting. Individual folders are set up for individual therapy cases and those files and the family file is cross-referenced.

(6) Therapists are responsible for notifying Clinic personnel regarding any changes in family members being seen at the clinic.

g) Group Files:

(1) The file should contain a UNT Psychology Clinic Consent for Treatment form, Emergency Information Form and Personal Information Form for each client-member of the group.

(2) File data must be reviewed and signed by the supervisor as with any therapy case.

(3) If the co-therapists are not on the same team, only one supervisor is responsible for the case.

(4) A contact sheet should be maintained as with any therapy case. However, it is important that the student-clinician responsible for the case also maintain an attendance record (see Clinic Director for directions).

(5) If the client is also being seen in individual therapy, that file must also contain a completed Personal Information Form and be cross-referenced with the group file.

(6) If the group is formed from clients selected and interviewed specifically for the group, the Intake Report can be written as a single unit, with subsections for therapeutic and diagnostic data specific to each member.

(7) If the group is formed from clients referred from various Clinic teams, each client will already have an Intake Report in his/her individual file folder. A copy can be placed in the group folder. The files are cross-referenced.

h) Checking Out Client Files:

Files are pulled by the Clinic office staff ONLY.

To have a file pulled:

(1) The student-clinician fills out an “OUT GUIDE” and has an office staff member pull the file. An “OUT GUIDE” is completed for each file to be pulled.
(2) ALL FILES AND DATA (ASSESSMENT, ETC.) ARE RETURNED TO THE CLINIC OFFICE 30 MINUTES PRIOR TO THE CLINIC CLOSING TIME (THIS INCLUDES “CLOSED” CASES).

i) File Maintenance:

(1) Files are expected to be complete, up-to-date, and consistent with Clinic procedures and policies.

(2) All files are regularly audited by Clinic office staff at two levels:

(a) The first level covers completeness and timeliness. Files are checked for the presence of all required forms, data, protocols, notes, reports, information releases, authorizations, and signatures. Student-clinicians whose files are deficient will receive reminders. If the reminders are ignored, deficiency notices will be sent to the clinician and his/her faculty supervisor (AND MAY AFFECT THE STUDENT’S GRADE).

(b) The second level covers consistency of file data with Clinic procedures and policies. Of primary concern are the Intake Report, Termination or Transfer Report, Progress Notes, Contact Sheet, and Assessment Report.

(3) Audits of files are intended to aid the student-clinicians in keeping client file information within Clinic and legal guidelines.

j) Transfer/Referral of Cases:

(1) A therapist who cannot continue a therapy case but determines the client needs further services is responsible, together with the supervisor, for transfer or referral. If the client is referred outside the Clinic, a Termination Report is prepared and filed. If the client is transferred within the clinic, to another therapist, a Transfer Report is prepared. The student-clinician must then complete a Transfer Request Form (green) and submit it to the Clinic Administrative Coordinator to be re-assigned. Any information the referring therapist can provide in terms of recommendations (e.g., gender of new therapist, etc.) will be helpful in assigning the case.
NOTE: All changes regarding the clinician assigned to a case MUST have either a new “Blue-sheet Referral” (i.e., assessment case to become a therapy case) or a green Transfer Request Form (i.e., transferring to a new therapist) completed and given to the Clinic Administrative Coordinator for processing.

(2) If a therapy case is transferred to another supervisor, with the same student-clinician continuing as therapist, the student-clinician completes a Transfer of Supervision Form, which is signed by the student-clinician and both supervisors and turned in to the Clinic Administrative Coordinator. Whether or not the clinician needs to prepare a Transfer Report is left to the discretion of the supervisors involved with the case.

(3) The Transfer Report should be a concise summary of the significant therapeutic material covered to date and should include a clear statement of the anticipated course of treatment and probable prognosis. Any questionable, difficult areas or complications should be noted.

(4) The therapist is responsible for ensuring that the transfer to the new therapist or referral is accomplished in a smooth, professional manner. It is recommended that the therapist prepare the client for transfer well before the therapist’s actual departure. Since team supervisors are ultimately responsible for client management, it is necessary for the supervisor to monitor and ensure timely, appropriate disposition (i.e., transfer or referral).

(5) Under no circumstances should the referring clinician make any promises to a client concerning the re-assignment of the case. Although most recommendations are followed, not all clients can be accommodated (e.g., limited summer practicum teams).

k) Termination:

(1) When a case is terminated FOR ANY REASON, the therapist is responsible for noting case closure on the Contact Sheet. The therapist also writes a Progress note stating the reason for closure (e.g., client decided not to continue therapy, case transferred to an outside professional/agency, etc.). If the case is transferred outside the Clinic, the reason and the professional/agency to whom the transfer is made should be noted.

(2) The therapist is responsible for preparing a Termination Report. The Termination Report should be a concise statement of the client’s course through therapy, significant difficulties and degree to which these were addressed, reason for termination, and probable prognosis.

(3) When a client terminates prematurely, the supervisor will decide on the appropriate procedure. Referrals to another Clinic therapist or to another agency or professional are possible options to offer a client.
who does not wish to continue with the same therapist. Any steps should be recorded in a Progress Note entry.

(4) Closing the file is initiated by the student-clinician by placing the client file in the “To be Closed” box with a note stating to close the case. The student-clinician must follow the step-by-step outlined procedure for closing a file located in the Titanium Users Guide for Clinicians.

C. ASSESSMENT CASES

(The following information is specific to assessment cases. See General Procedure’s section [page 14] for other information.)

1. Assignment of Cases:

a) Assessment referrals are assigned to students by the Clinic Administrative Assistant on a rotating basis. The student and his/her supervisor determine appropriate disposition of the case (e.g., acceptance, transfer, referral). When a case is accepted by a student-clinician and his/her supervisor, the procedures outlined in Section 2 below will be observed.

b) Incoming and ongoing therapy cases provide another source for assessments. These are usually completed by on-team student-clinicians. Another UNT Psychology Clinic Consent for Treatment form must be signed by the client and assessing clinician.

c) Assessments are the responsibility of second or third year students as part of their team assignments. Clinical students are required to complete a minimum of 10 batteries during the two-semester year and counseling students are required to complete a minimum of 3 batteries over their second and third years. (1st draft ASSESSMENT REPORTS ARE DUE FOR SUPERVISOR APPROVAL 1 WEEK AFTER TESTING IS COMPLETED.)

d) First year students who have been checked out on particular tests may administer those tests as part of the upper-level student’s battery, but the upper-level student remains responsible for interpretation of the results and writing of the final report.

e) Third year students may do assessments if they elect to do so or if assigned by their team supervisor.

2. Procedure:

a) When a student receives an assessment referral and it is accepted by the supervisor, he/she should contact the client immediately to schedule an appointment to begin the evaluation. The student checks with appropriate clinic personnel regarding fee setting and collection.
**Note**: Assessment clients are expected to **pay $10.00** of the fee before test administration begins. The remainder of the fee should be collected before feedback or completion of the assessment report. Clients are charged **$10.00** for missed assessment appointments.

b) Tests to be included in the battery will be determined by the student together with his/her supervisor. The decision will be based on the information needed to answer the referral question. A test battery usually consists of a social history interview and whatever psychological, vocational, and educational tests the student-clinician and his/her supervisor consider appropriate.

c) The student schedules the appointment in the Riverstick and Titanium systems.

d) When meeting with the client for the first time, the student makes sure the client has checked in with Clinic personnel to fill out all forms and questionnaires.

e) The student-clinician must indicate which tests were administered in the last progress note by attaching the “Test Admin.V2” form to the note in Titanium.

f) The student will also ensure that the client has completed the appropriate Clinic **Personal Information Form** (Adult/Child/Adolescent) and any relevant authorization and/or release forms. **The fee setting and completion of forms will be accomplished before the interview and assessment begin.** See Forms Used at Intake, pp. 16-18).

g) Generally, the assessment fee is established prior to the first meeting. If the fee has not been established prior to this first meeting, the client must first talk to the Clinic office staff to set up their fee.

3. Assessment Files:

   a) Clients who are in therapy or who are entering therapy do **NOT have separate files** for assessments. The test protocols (bottom right) and reports (top right) are kept in the therapy files in the designated location in the file folder.

   b) **ALL APPLICATIONS, RAW DATA, AND PROTOCOLS ARE KEPT IN THE CLIENT FOLDER AND ARE NOT REMOVED FROM THE CLINIC AREA EXCEPT FOR SUPERVISION. ALL MATERIALS ARE TO REMAIN IN THE BUILDING AT ALL TIMES AND RETURNED TO CLINIC OFFICE 30 MINUTES PRIOR TO CLOSING.**
**Important Note:** All report writing is to be done in the document preparation room (Terrill Hall Room 174) next to the Clinician’s Waiting Room. **NEVER** save identifying information to the computer’s hard-drive. Clinicians should use the “find and replace” editing command to replace non-identifying information (e.g., “Mr. X”) with the clients actual name before printing. This modified document **MUST NEVER** be saved. **Documents must be password protected. Directions to protect follow: To Password Protect (in Microsoft Word):**

1. Open the document.
2. On the **File** menu, click **Save As**.
3. On the **Tools** menu in the **Save As** dialog box, click **General Options**.
4. In the **Password to open** box, type a **PASSWORD**, and then click **OK**.
5. In the **Reenter password to open** box, type the password again, and then click **OK**.
6. Click **Save**.

c) The student enters ALL contacts with the client, including telephone contacts, missed appointments, and testing sessions on the contact sheet.

d) **Progress notes** are required for **ALL** assessment sessions and should reflect any additional information (e.g., client’s effort, attention, affect, etc.) and tests administered on each session – **DO NOT** attach data form with tests administered until you have completed testing, and only attach **ONE** form with all of the tests listed.

e) “Assessment Only” files should be closed after the assessment has been completed, the interpretive interview (if any) has been conducted, the original report filed or forwarded to the appropriate individual/agency, and the copy of the psychological report has been placed in the file (disposition of report must be noted on contact sheet).

f) **Closing the file** is initiated by the student by sending the Clinic Director a “Close Request Note” saying “File XXXX is ready to close.” Only do this when the file is 100% ready to close – see Titanium User Guide for Clinicians for further information. **NOTE** – a diagnosis **must** be recorded and Instruments Administered Form completed in Titanium.

g) For **assessment only** clients, Clinic office staff opens an assessment file after the Intake interview. “Assessment only” cases are opened in the same manner in which Therapy cases are opened (See page 24). It is the responsibility of the student-clinician assigned to the case to ensure that the assessment folder is properly set up as follows:
4. Assessment Reports:

   a) Assessment reports **MUST** include the following statement at the beginning of the report (and may be additionally added as an italicized footer on each page):

   “The content of this psychological evaluation is based on the clinical interpretation of psychological test results, behavioral observations, and interview information in combination. The Psychology Clinic will not be responsible for additional interpretations or uses that are made of the enclosed test scores. Any release of this information other than to the client is strictly controlled by Texas statutes.”

   b) A report is written on every assessment. It should contain the information outlined in the Psychological Assessment format form including:

      • Demographic information, test date, clinician
      • Referral Question
      • Tests Administered
      • Behavioral Observations
      • Background Information
      • Test Findings
      • Diagnostic Impressions
      • Summary and Recommendations

   c) The student-clinician, together with his/her supervisor, determine whether an interpretive feedback session to discuss test findings with the client is appropriate or whether this should be left to the referring person or agency.

   d) The report must be approved and signed by the student’s supervisor **BEFORE** it is submitted for copying or mailing.

   e) If the report is intended only for the Clinic file, it is placed in the client file
after being signed by the supervisor and the student-clinician.

f) If the report is to be sent to an outside agency/individual, or is to be given to the client, the following procedure is followed:

1) The report is signed by the supervisor and student-clinician and returned to the clinic so that ONE copy of the report can be made for the clinic file.

2) The ORIGINAL REPORT is mailed to the designated destination and the copy of the report is placed in the client file together with a progress note/contact entry regarding disposition of the assessment report. The mailing date is noted in the client file under progress notes.

3) The student-clinician notifies the Clinic Administrative Coordinator that it has been completed so their data sheet can be updated and an invoice sent if appropriate.

4) The file is submitted for closing (procedures outlined in previous section under maintaining assessment files, p. 33, section 3.f.).

5. Conducting an Assessment with an Existing Therapy Client:

a) Assessment of therapy cases are usually completed by the team handling the case.

b) The content and extent of the assessment is determined by the supervisor and team members. This determination is based upon intake information and the data needed to clarify a diagnosis and treatment plan for that client. The assessment may be as limited as a PAI or as extensive as a full intellectual, personality, vocational, and education evaluation.

c) The supervisor and team determine which student-clinician will take primary responsibility for assessing each client. The assessment clinician must also complete an additional UNT Psychology Clinic Consent for Treatment form.

d) When the assessment is completed, the report is written, signed by the clinician and supervisor, submitted for mailing or copying, and placed in the client file.

e) Therapy clients are charged for assessments in accordance with the Fee Schedule. If, in the judgment of the clinician and his/her supervisor, there are extenuating circumstances, the fee can be adjusted or waived. In this case please notify the Administrative Coordinator in the clinic office to make arrangements for adjusting or waiving the fee.

f) The assessment pink sheet will have a set fee already quoted to client upon
g) Sometimes it is important for the course of therapy to reassess a client who has been in therapy for some time. If a student clinician, with the concurrence of his/her supervisor decides that a reassessment (or initial assessment of a client who has been in therapy) would be beneficial; the team determines which student will evaluate the client and proceeds as outlined above. The therapist discusses with the client the need for testing, sets the assessment fee, and introduces the psychometrician to the client. Third year students may also evaluate clients and sometimes prefer to do so with their own therapy clients.

6. Juvenile Detention Assessments:

a) Student Clinician must verify that supervisor is available for on call if testing takes place on Saturday and/or Sundays.

b) As part of the Clinic’s contractual agreement, the fee for Juvenile Detention assessments is established. Notify the Clinic Administrative Coordinator when the assessment has been completed so that an invoice can be created and mailed.
c) The clinician should contact the probation officer involved with the case to verify that a **UNT Psychology Clinic Consent for Treatment** form (minor child), **Emergency Information Form and Personal Information Form** have been completed. If the Psychology Clinic forms have not been completed, it is **imperative** that clinicians receive a copy of the Juvenile Detention Center’s general consent form to be included in the Clinic file. The Juvenile Detention consent form is completed by the parent/guardian at the time the juvenile is admitted and provides consent for a “psychological evaluation.”

d) Upon arriving at the Juvenile Detention Center, the clinician should request to review the juvenile’s file. Then a reasonably quiet and private area should be made available for the evaluation.

e) The clinician and juvenile should read over the **Explanation for Psychological Testing** form provided by the Juvenile Detention Center. The clinician and juvenile need to sign the form before testing commences.

f) The clinician should return to the Psychology Clinic with the UNT Psychology Clinic Consent for Treatment form (minor child), Emergency Information Form, Personal Information Form and Explanation for Psychological Testing Form. Additionally, the clinician must return with de-identified data and submit all documentation with the file opening request form.

g) Juvenile Detention reports need to be delivered within **2-weeks** of the completion of data collection and **MUST** include a **DSM-IV** diagnosis.

7. Office of Disability Accommodation (ODA) Assessments:

a) The prospective client typically initiates ODA referrals. However, on occasion, the Clinic receives referrals directly from ODA (usually with proper release of information provided).

b) Clients referred from ODA pay for assessments based on the Clinic schedule of fees (i.e., there is no implied discount for UNT students).

c) All assessment reports for ODA must include tables of I.Q. and achievement standard scores.

d) For ADD/ADHD and learning disorder evaluations, it is particularly important to provide detailed recommendations that are specific to the difficulties/limitations identified (e.g., an individual may not meet the criteria for a learning disorder per se, however, he/she may have significant processing issues that impact his/her ability to learn etc.).

**Note:** The DSM-IV has more strict criteria for diagnosing learning disorder than the Texas Education Agency (please see resources in the Clinicians’ Waiting Room).
D. OTHER IMPORTANT INFORMATION

a) Students are strongly encouraged to purchase professional liability insurance as the University will not indemnify for practicum/course related activities. Students can purchase professional liability insurance through “The Trust” at a nominal fee, if they have an APA student affiliate membership.

b) All subpoenas must be submitted to the Clinic Director who is by law the Custodian of Records.

c) Requests of information may be declined if the licensed psychologist determines that said release could harm the client. However, if such a refusal is made, written explanation of the reason(s) must be provided with 72 hours as well as providing information regarding the clients right to appeal.

d) Test data (e.g., protocols) are not considered part of the client’s “mental health record” but rather are part of the clinician’s working notes. Although APA Ethical Principles discuss the client’s rights to such access, the Attorney General of the State of Texas has interpreted the law (A.G. Opinion 97-073) and determined that a licensed psychologist does not have to release raw data. Exception -- a licensed psychologist “shall” release raw data to a “qualified mental health provider” making such a request as well as “pursuant to a court order to whomever the order requires release.”

e) HIPAA law does NOT supersede Texas State law. In other words, when HIPAA and Texas law conflict (e.g., release of raw data), Texas law trumps.

f) When in doubt, seek consultation and notify the Clinic Director of any potentially legal issues involved with any Clinic case.

Note: UNT students are NOT staff and faculty are NOT eligible to receive parking permits. Other regularly scheduled clients may receive a parking permit at the end of one session to be used at the subsequent appointment time.
References


