

Area: Program Services
Subject: Waiting List
Policy No.: 175

POLICY

It is the policy of the Center for Communication Disorders to provide timely services to clients.

PURPOSE

The purpose of this policy is to provide clients with the resources to meet their needs, and to provide an adequate pool of referral sources in the event that services at the Center are not available.

PROCEDURES

1. Following a telephone intake procedure, persons requesting services at the Center are put on a list by type of service requested (audiology, speech-language diagnostic, therapy).
2. During the telephone contact, potential clients are informed that this is a training program and that availability of services at the Center may be limited. Included in the mailed intake packet is a list of area providers of speech, language, and audiology services.
3. Clients are called from the list as openings become available for the appropriate service.
4. Persons who are not able to be served in a timely manner are sent notification. The notification includes:
 - a. information about other agencies where they can obtain appropriate services; and
 - b. a short questionnaire to be returned to the Center asking if they wish to remain on the waiting list.