



# Rancho Los Amigos National Rehabilitation Center

## Communication Disorders Department -Audiology

### Policy and Procedure

**SUBJECT: PATIENT AND FAMILY COUNSELING AND TRAINING**

**Policy No.: 412**  
**Supersedes: September 1990**  
**Revision Date: February 2022**  
**Page: 1 of 2**

#### **PURPOSE**

To identify the information provided by the audiologist during a counseling/training session.

#### **POLICY**

Counseling/training services are offered as part of hearing screening, assessment, or treatment, or upon request or referral. Counseling/training sessions provide information to facilitate the patient's recovery from or adjustment to a hearing disorder. Audiologists assist patients and their families in adjustment to or prevention of a hearing impairment or related disorder as well as communicating more effectively.

Specific purposes of counseling/training may be to:

1. Provide patients and their families with information and support.
2. Make appropriate referrals to other professionals.
3. Help patients to develop problem-solving strategies to enhance the (re)habilitation process.
4. Counsel/train patients and/or their families on the care, use and operation of hearing aids and personal amplification systems.

**Counseling is conducted according to the Fundamental Components of Preferred Practice Patterns**

#### **PROCEDURES:**

1. Counseling/training services for patients and their families may occur at any time regardless of type of visit. These services may include but are not limited to the provision of information regarding:
  - a. The care, use, and operation of hearing aids and/or assistive listening devices.
  - b. Test results and recommendations.
  - c. Use of strategies to modify behavior and/or the patients' environment.
  - d. Safety aspects and effectiveness of equipment (i.e., hearing aids, Pocketalkers, etc.).
  - e. Battery use and precautions (e.g., ingestion of battery).
  - f. Development and coordination of patient and family self-help and support groups.

SUBJECT: PATIENT AND FAMILY COUNSELING AND TRAINING  
RANCHO LOS AMIGOS NATIONAL REHABILITATION  
CENTER

Policy No.: 412  
Supersedes: September 1990  
Page: 2 of 2

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2. Audiologists are responsible for insuring that the patient and family receive adequate counseling.
  3. Counseling is conducted in a setting conducive to patient and family comfort, confidentiality, and uninterrupted privacy.
  4. All occurrences of patient and/or family education are to be documented in the Medical Record in a timely manner. Documentation can occur in any audiology note regardless of type of visit.

Source: Preferred Practice Patterns for the Professions of Speech-Language Pathology and Audiology, ASHA-Supplement No. 11, March 1993.

ASHA.org Preferred Practice Patterns, Audiology