

## Clinical Internship I and II Daily On-Site Protocol

### Uniform:

- All students must wear their Swedish Institute photo I.D.
- For Clinic Internship I & II - **Navy blue** Swedish Institute “polo” shirt (purchase in the bookstore) and **white** clinic style pants or **white** Karate pants (no jeans, sweats, leggings, scrubs), clean and unaltered sneakers or rubber soled shoes.
- Clinic II students, remember to bring a pair of clean white socks for each session (2).
- All jewelry and watches must be removed prior to working with your clients.

### Hygiene:

- Your uniform, socks etc. must be clean and without major stains and should not have come into contact with any animals/pets since washing.
- Nails short and filed smooth.
- All cuts covered with appropriate barrier - ex. Band-aid, finger cot etc.
- Hair should be clean, and tied back as necessary.
- You should be clean/showered, and free of any perfumes, scented lotions/creams or scented essential oils.

### Checking in for attendance:

- **Your class time begins 30 minutes prior to your first scheduled appointment**, and attendance is taken at this time (ex. If your first appointment time is 9:45, report to clinic at 9:15, first appointment at 12:15, report to clinic 11:45, first appointment at 2:45 report to clinic 2:15).
- When you arrive and are in full uniform, report to the clinic desk on the **6<sup>th</sup> floor** for attendance, then go to room 606 for announcements, assignment of client, assignment of room and work station number.
- Expect to be in school a total of **3 ½ hours** each scheduled day, during which you will be performing **TWO 60-minute** massage/shiatsu sessions.

### Calling in late or absent:

- The student is required to call the clinic as soon as you suspect that you may be late regardless of where you are.
- Calls must be received prior to your scheduled check in time.
- To reach the clinic call **212-924-5900, ext. 141 or #6207** - On the message identify yourself as a student and be clear about which clinic day and time you will be late or absent for.

**Equipment:**

\*\* The school will supply all equipment.

- **For Clinic Internship I:**

One face cradle, bolster, oil and alcohol will be placed under the table in each station and are to remain in the station when your session is over.

\*\*Note: If you prefer to use cream or lotion, you must bring your own. Be sure that it is unscented and in a non-breakable container.

- **For Clinic Internship II:**

One bean cushion will be placed on the mats in each station and are to remain in the station when your session is over.

- **General use of equipment:**

- No equipment is to touch the client's skin. All equipment is to be placed under the sheet so there is a barrier between it and the client. No equipment is to touch the floor.
- All vinyl bolsters, face cradles, tables and mats must be wiped down with the cleaning solution, found in the treatment room by the paper towels, after each client.
- The student will collect **one sheet and one towel** from the linen supply shelf and bring it into their station. The student will then set up the station neatly and await the arrival of their client.

Please note: Any special equipment needs that might arise, please see a supervisor.

**Message board:**

- Before and after each appointment, students should check the blackboard in room 606 for any general class/school information supervisors need to convey.

**Station set-up:**

- Student should allow ample time to adjust the table height and prepare the linens and bolsters for use.
- Student should bring a watch or small clock into the station to keep track of time.
- In addition to cleaning the equipment, students must remove all used linen and face cradle covers and place them in the receptacles provided in the linen supply room immediately after their client has left the station so that the space is clean, ready and available for the next appointment. Please note there are separate bins for dirty sheets and towels.

**Meet and greet clients:**

- After receiving your client assignment check the file to see if it's been flagged with a dot.  
If so, read over the client's medical intake form. The front will indicate any relevant medical history and on the back see a section called "**Supervisor's Notes**" for how to modify your session. Once you have done this please speak with your supervisor to confirm the contraindication and your compliance with the treatment modification.
- If file is not flagged, or you have already spoken to a supervisor about your flagged file then:
  1. Go collect one sheet and one towel (and one face cradle cover if in Clinic Internship I).
  2. Go to your assigned room and station. Draw side curtains up, leave front of station open.
  3. Adjust your table height (if in Clinic Internship I).
  4. Set up the linen on either the table or the mat.
  5. Place bolsters and bean cushions, under linen as necessary.
  6. Wait by station for your client to be brought to you.
  7. When your client arrives – Introduce yourself, shake their hand and instruct them how to prepare for the session. Be clear and specific (I need you to get undressed, you may leave your underwear on if that makes you feel comfortable, get under the towel on the table face up/down).
  8. While client is getting ready for their session, excuse yourself from the station close the curtain all the way and go to the linen room to wash your hands. Return to your area, inform the client that you are waiting outside, ask the client if they are ready and wait for permission to enter the station to begin.
  9. Enter, close the curtain behind you, drape client and proceed with your treatment. (Curtain remains closed throughout the treatment. You will need to bring a watch or small clock with you to keep track of time).
  10. **Remember, a supervisor will be in at some point during the session to observe.** Supervisors will not give feedback regarding their observations during your session. Feedback will be given to you at the end of your Clinic day when your session notes are being reviewed.
  11. A chime will ring 5 minutes before your session should end. At the sound of the chime, begin to bring your session to a close. When the session is completed, make the client aware that the session has finished. They should take a moment to reorient themselves, and then, they should get dressed. Excuse yourself from the station while the client dresses. Go wash your hands and seek out your supervisors to find out if you have a second client.
  12. Return to station and clean all equipment, remove dirty linen, leave station as clean and neat as you found it, **OR** if you have a second client set up your station again and wait for your second client to be brought to you.
  13. After you have completed all you sessions for the day, return to the clinic classroom and complete your session notes.

### **Client's Files & Session Notes:**

- Maintain client confidentiality at all times. Students will need to sign a Confidentiality Agreement which will be given during the first Business class – “Massage As A Profession (PD 101C).
- You must keep your file/s with you at all times. The files are legal documents. Never leave your file/s in an area where someone could read the information.
- You cannot remove the client's file/s or any part of the file/s from the 6<sup>th</sup> floor for any reason (removal of client's file/s from the 6<sup>th</sup> floor may result in a failure of Clinic Internship). If you need to leave the 6<sup>th</sup> floor, leave your file/s with a supervisor. Retrieve your file/s once you've returned.
- You cannot Xerox any portion of the client's file/s.
- All client information is confidential and therefore should not be discussed with anyone but a supervisor. When discussing information in the client's file, never use their name. Refer to them as my client, my 1<sup>st</sup> client or my 2<sup>nd</sup> client.
- Use your client's names minimally, when necessary, use only their first name.
- Sometime prior to leaving for the day you must enter a session note for each client into their file and have a supervisor read and initial it. (See sample session note attached)
- Only use blue or black ink to write your session notes.
- Do not scribble out or white out any information in your session notes. If you make a mistake, put a single line through it, initial it and continue writing your note.
- You may not leave for the day until you have handed in your file to a supervisor and they have read and initialed your session note. You must be present during this process.

### **Interactions/Professional Behavior:**

- You must work on any client that is assigned to you.
- You must maintain a professional client/therapist relationship with your clients – remember, you may encounter these clients again in one of your future clinic internship experiences.
- You may not hand out business cards of any nature nor give out your phone number or address. **You are not allowed to accept tips.**

You must remember at all times that you are working in a clinic setting. We expect that all interactions with fellow students, clients, and faculty will be conducted in a professional manner. Interactions outside of these parameters are grounds for immediate dismissal.

## **Role of Supervisor in Clinic I and II** (For the student)

The supervisors are there to assist you in all facets of your clinic experience – treatment concerns, client interaction issues, etc. The supervisor will preview your client's file prior to your treatment, highlighting any concerns/contraindications. If necessary, they will discuss these with you when you get your client assignments.

Your role as a therapist is to perform a general full body Swedish or Kata I session. The supervisor is not there to tailor a treatment to address any medical concerns of your client; they will only note any concerns in order for you to avoid work to that area. The supervisor's role is to troubleshoot major problems, not teach material or do a mini tutorial. (Ex: Students should not seek supervisor help because you forgot how to do alternating petrissage) You should use strokes and techniques you are comfortable with and can remember.

The supervisors will circulate around the clinic during your treatment and look in on your session to monitor the overall atmosphere and protocol. The supervisors will also read and initial the session notes written in the client's file by the student. When the supervisor is reviewing your notes is also your opportunity to share anything you need to that may have come up for you during your session.

## **When and how the student accesses help/advice from a supervisor**

### When:

- Skin conditions (rashes, anomalies, fungus, etc.)
- Skin/scar anomalies (moles, skin lumps, scars, etc.)
- **When health information is reported to you but is not currently included in the client's file**
- Any treatment concern or problem, for example:  
If any of these begin during treatment:
  - Client has a muscle go into spasm
  - Client continually has shooting pain
  - Client becomes dizzy
  - Client becomes inappropriate
  - Client becomes disoriented

### How:

1. Tell the client that you are going to get a supervisor.
2. Redrape the client, exit the station, and close the curtain behind you.
3. Come to the clinic desk and request supervision.
4. If the supervisor is not at the desk, let the clinic manager know your name, room and station number and return to the station. Work on an area other than the area of concern while the manager locates the supervisor for you.

## **DAILY ON SITE PROTOCOL SUMMARY**

1. Once in full uniform, report to clinic desk on 6<sup>th</sup> floor for check-in. Once you are checked-in please go to Room 606 for announcements and assignment of stations and clients.
2. Receive and review client file. If file is flagged, consult with supervisor.
3. Set up station and wait for client.
4. Perform session/s.
5. Clean station and equipment.
6. Enter session note.
7. Have all files reviewed and initialed by supervisor prior to leaving.
8. During your last clinic internship shift the client(s) you work on will complete an **evaluation** form for you. The clients are asked to evaluate your professionalism (presentation, communication) and provide feedback on the session itself. You will see these evaluations when you meet with your supervisor after your shift is completed. (See sample evaluation attached.)

**CLIENT'S FILES ARE NEVER TO LEAVE THE 6<sup>TH</sup> FLOOR.**

**YOU MUST WORK ON ANY CLIENT ASSIGNED TO YOU.**