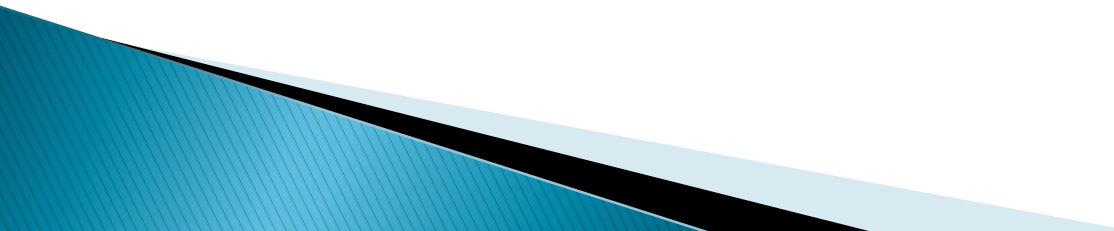


# 56a Internship Clinic Orientation

# Internship

- ▶ The internship is the student's opportunity to practice the technical and therapeutic skills of the TLC 500-hour training while learning to manage and market a professional practice.
- ▶ The student experience at the Lauterstein-Conway Massage Clinic is similar to that of an employee in a spa or clinic.
- ▶ As a therapist, the student is expected to market themselves while working in clinic,.....

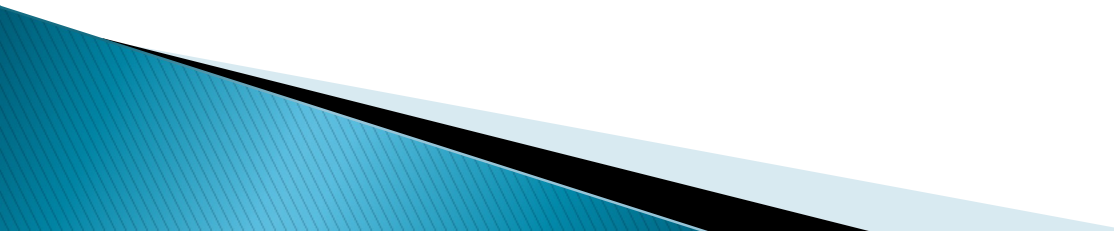
# Marketing

- ▶ Gift certificates
  - ▶ Advertise yourself on social media.
  - ▶ Set up a facebook/ Instagram, and Twitter account for your business
  - ▶ Business cards and digital business cards
  - ▶ Anything Else?
- 

# Scheduling

- ▶ As a therapist, the student is expected to Market themselves while working in Clinic, **work an assigned schedule,.....**

# To schedule your clinic hours..

- ▶ Only eligible students will receive the link to sign up. Tila will send this out to you when she verifies eligible status. These directions will be included with the link.
  - ▶ Please contact [internship@tlcschool.com](mailto:internship@tlcschool.com) if you have a problem.
- 

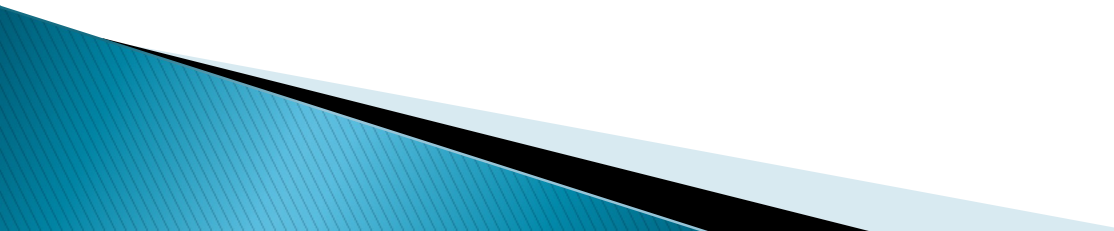
# Schedule Changes

- ▶ If there is a client already scheduled for the session the student wants changed, understand that there is no guarantee that the change will be approved. In this case it will be up to the student to find a replacement student AND GET IT APPROVED. We must have request submitted from both parties 24 hours BEFORE the day of the switch
- ▶ Please send your email request to Jessica at Internship@TLCschool.com and CC me, TammieC@TLCschool.com

# Intern No-Shows

- ▶ Failure to show up for a scheduled appointment in a non-emergency situation may be classified as a no-show. This will cost the intern:
- ▶ **\$50 for each** missed session regardless of whether the client is present or another student covers the session. This will be billed to the student's account and must be paid before transcript will be released.
- ▶ **10 points deducted from the intern's final grade.**
- ▶ **If an intern fails to show for a second scheduled day without proper notice in less than an emergency situation, he or she may be dismissed from the Program!**

# Intern Illness Policy

- ▶ Interns are required to give the clinic a minimum of five hours notice of illness in order that staff has time to cancel or move client(s). Interns should call 374-9222 X30 to talk to either the MTI on duty or Internship staff X10.
  - ▶ ALWAYS LEAVE A MESSAGE as the MTI might be on the phone, working with a student or client in the clinic or Make Up room.
- 




# Professionalism

- ▶ As a therapist, the student is expected to Market themselves while working in Clinic, Work an assigned schedule, **Maintain professional appearance and demeanor..**

# Demeanor

- ▶ **Defined: outward behavior or bearing**
  - **Appearance, Attitude, Manner**
- **How we present ourselves and who we want to be perceived as. The clients first impression.**

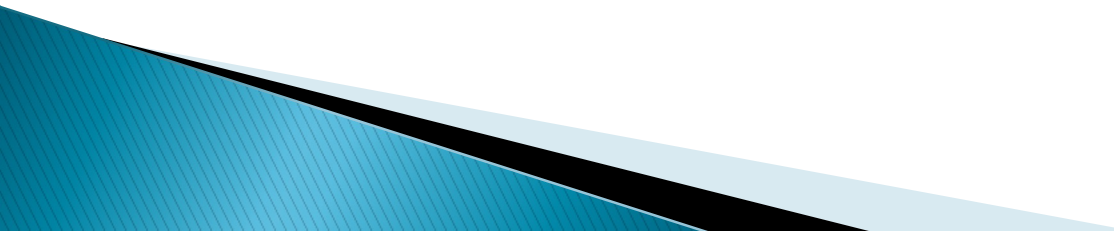
# Dress Code

- ▶ TLC standards require Black Pants and White shirts– –
  - ▶ Yoga pants/slacks/jeans/scrubs. Black shorts are permitted– Cargo length only! No “Cut offs” or Sweat pants are permitted. White tee shirts/Scrub tops/Collared Polo without any emblems/images or sayings.
  - ▶ These expectations help set clear boundaries for both client and therapist.
- 

# Clients

- ▶ As a therapist, the student is expected to Market themselves while working in Clinic, work an assigned schedule, maintain professional appearance and demeanor, **work on a wide range of clients** .....

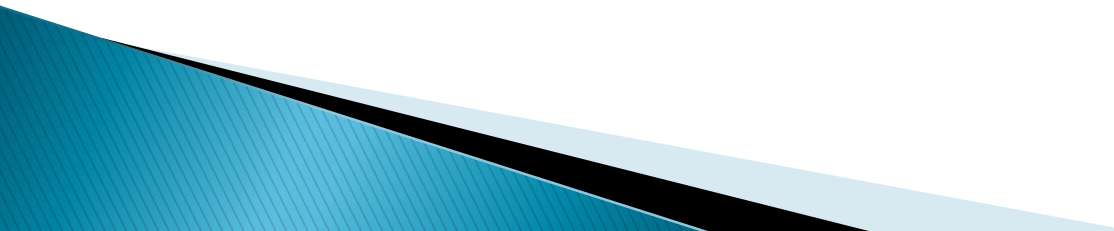
# Clients cont...

- ▶ Minors
  - ▶ Elderly
  - ▶ Athletes
  - ▶ Special Populations –
    - Hearing/sight impaired
    - Mobile Impaired–Cant walk
    - Oncology
  - ▶ Pregnant– Not a choice
  - ▶ Sign up on Intern Info Survey
- 

# Boundaries

- ▶ As a therapist, the student is expected to work an assigned schedule, maintain professional appearance and demeanor, work on a wide range of clients, **establish and maintain appropriate professional, therapeutic and personal boundaries..**

# Boundries cont...

- ▶ Dress Code
  - ▶ Interactions
  - ▶ Relationships
  - ▶ Scope of Practice
    - Stick to the Curriculum
    - Ask your MTI
  - ▶ Don't take it personally, take it professionally
- 

# Record Keeping

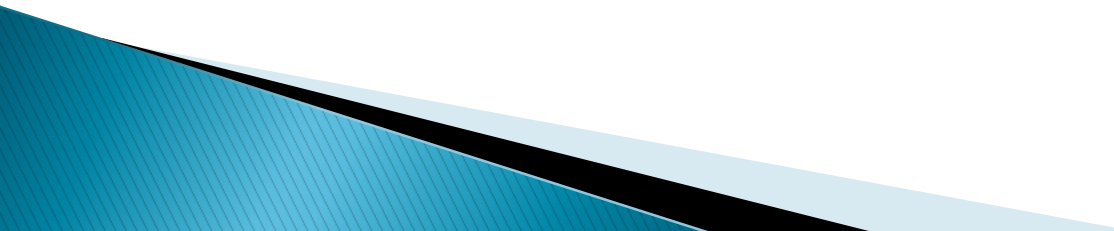
- ▶ As a therapist, the student is expected to work an assigned schedule, maintain professional appearance and demeanor, work on a wide range of clients, establish and maintain appropriate professional, therapeutic and personal boundaries, **keep accurate and thorough records...**



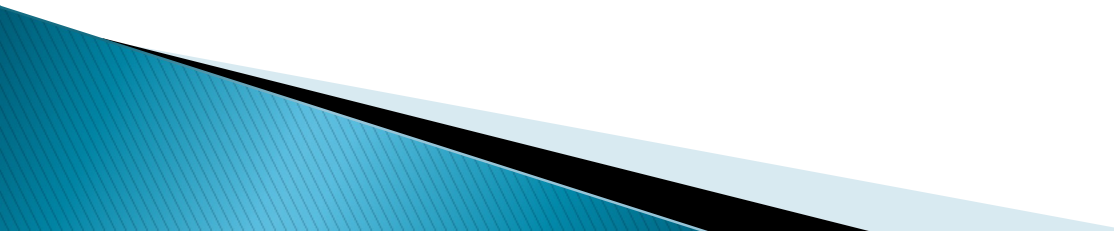
# Record Keeping cont...

- ▶ When complete, all paperwork goes inside the client folder and is turned in to the clinic office **before the next session**. Each packet of paperwork includes Intake Form, Waiver of Liability, Treatment Record and the Client Evaluation.

# Feedback cont...

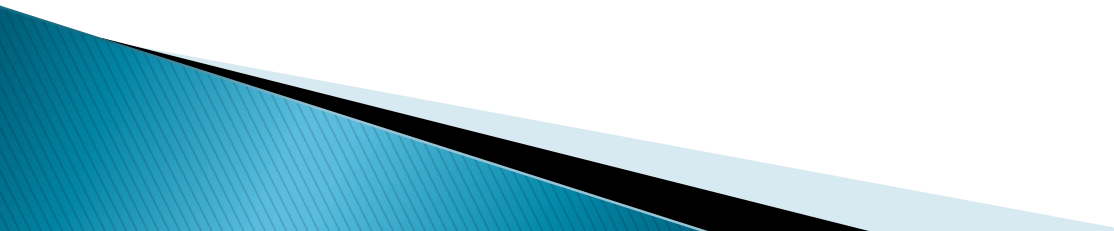
- ▶ **Do not** give out personal information to a client.
  - ▶ Our school is committed to your privacy and will not disseminate your personal information.
  - ▶ To stay in touch with clients, the client can give permission for TLC to give you **their** information.
- 

# Warnings Penalties & Dismissal

- ▶ Students may be dismissed from the internship for any of the following reasons.
  - ▶ Failure to show up for a scheduled appointment for the second time in less than an emergency situation.
  - ▶ Extreme disregard of any kind in any area regardless of the overall grade average.
- 

# ▶ WHAT TO EXPECT FOR A CLINIC SESSION

# Record Keeping cont...

- ▶ Soap Notes– Use Detail, Assess: do NOT diagnose, Always check for holes.
  - ▶ **DO NOT** take your client evaluations home. They stay in your file folder until they are turned in at Clearing.
  - ▶ Make sure to Log your clients in the Log Book. This too will be turned in at Clearing.
- 

# Items Supplied By Intern

- ▶ Lubricant/ Holster
- ▶ Highly scented products are not permitted because the clinic is shared space and many clients and interns are sensitive or allergic to scented products.
- ▶ Personal sheet set w/blanket

This is for EACH client on your schedule  
for the day

# How the Session Will Proceed

## ▶ 1. Sign In

- Interns are required to initial the sign-in sheet **no later than 15 minutes before the appointment time.**

## ▶ 2. Set Up

- Interns may enter the clinic room during the transition between appointments (**20 minutes before the appointment start time**) to find an available table and set up. Tables are available on a first-come first-served basis. Please do not attempt to reserve a table in advance.

# So how do we set up?

- \* After signing into the clinic room, you will choose your bay and thoroughly disinfect with and cleaner provided.
  - \*Include table legs and knobs, chairs,& plastic bucket under the table.
- \* Setup your table with your own sheet set. (2 sheets, 1 blanket and 2 pillowcases)



# How the Session Will Proceed cont..

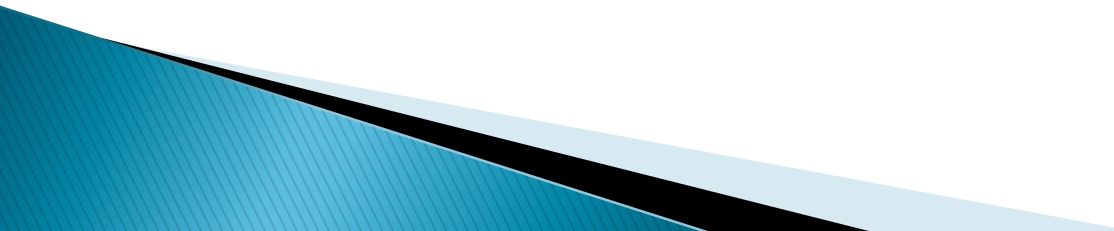
## ▶ 3. Begin Paperwork

- Once the workspace is set up, the student may check the daily appointment on the ipad mounted on the wall next to the entrance to find the client name. The student may begin to review the client record and begin the paperwork once the client has arrived.

# How the Session Will Proceed cont...

- ▶ 4) Greeting and Interviewing the Client.
  - All interns should be ready to greet clients promptly at appointment time, not before **DO NOT BE LATE!**. The interview is done in the bay. Once the interview is complete, give the client a brief description of how the session will proceed.
  - Explain to them about filling out their evaluation form after the session in the interview bay.

# How the Session Will Proceed cont..

- ▶ 5) Session Plan
  - ▶ The intern uses the time while the client undresses to write a session plan. This is the time to check with an MTI if any question arose during the interview (contraindications or other challenges).
- 

# How the Session Will Proceed cont...

## ▶ 6) The Massage Session

- The massage begins when the client is ready to receive and will usually last 55–65 minutes. Regardless of what time the actual massage begins, the therapist should be “hands off” 70 minutes from the scheduled session.. Example: For a 1:30 appointment, the massage ends no earlier than 2:35 and no later than 2:40.
- During the session the intern is required to leave the session plan on the clipboard where the MTI can review it during the session. On completion of the session, the therapist reminds the client to complete the massage evaluation form.

# How the Session Will Proceed cont...

## ▶ 7) Client Education, and Goodbye

- After the client is dressed, it is the time interns usually offer client education. The intern will make sure the evaluation form is complete before the client leaves.

## ▶ 8) Paperwork

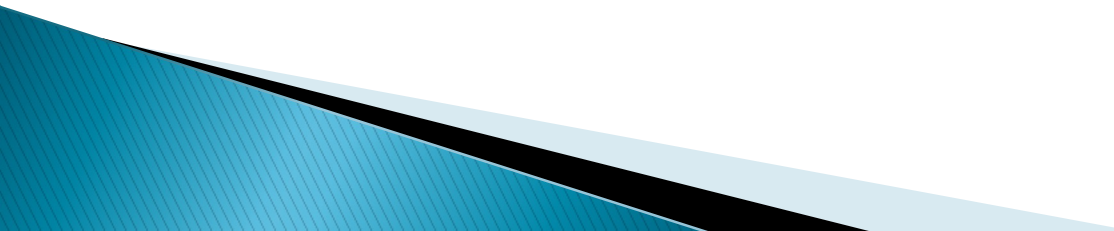
- When complete, all paperwork goes inside the client folder and is turned in to the clinic office **before the next session**. Each packet of paperwork includes Intake Form, Treatment Record and the Client Evaluation. COVID-Waivers and Covid Questions must be signed and dated.

# So how do we clean- up

- Remove linens from table by bundling the blanket and sheets. Put bundle in your container for laundering.
- Wipe down your bay with provided cleaning solution.



# Still not done!

- ▶ Finally, You must track your clients in your log sheet.
  - ▶ This is located in the internship hallway on the counter past the sink.
  - ▶ Check file folder for any corrections. Do corrections and turn them into the MTI outside the clinic office door.
- 

# INTERNSHIP LOG

NAME:

CLASS:

	Date	Appt. Time	Client Name	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
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21				
22				
23				
24				
25				



# Completion

- ▶ When all 50 required hours are complete, the following items are turned in to the Internship Director via the MTI on duty:
  - ▶ **Student Log Page**
    - complete with client names documented
  - ▶ **Client Evaluations**
    - pulled from your student file in the clinic office
  - ▶ **Student Evaluation of Internship**
    - behind the intern's Student Log Page

The End