INSTRUCTIONS FOR CONTACTING CLINICAL SITES

Initial contact:
In order to avoid time-wasting phone tag and to be respectful of busy schedules, make your initial contact via email if at all possible. Students should contact their clinical site **8 weeks** prior to the start of the internship for these reasons:

- It establishes rapport early on
- It allows you to obtain information needed prior to your arrival, including information on schedule, caseload, dress code, and any necessary “onboarding” procedures.
- It serves as a final check that they are expecting your arrival; despite our best efforts at communication, sometimes your contact information, profile, etc. can get lost in the shuffle at the site.

In some cases, it may be necessary to contact a site about housing arrangements earlier than this. Sites that may offer housing assistance should be identified in Acadaware. If you are going to a site that assists in providing housing, please discuss when to contact the site with the Assistant DCE.

Follow-up contact(s):
If the CCCE does not respond to the first email, a follow up should be sent approximately 7 days later. If a response is not received after 14 days of sending the first contact, a phone call should be made to the CCCE. **Under no circumstances should students contact sites for any reason other than to confirm rotation/housing unless approved by the DCE (e.g. to ask for clinical slots!). Doing so may risk our relationship with the sites and our ability to secure placements for future students.**

Multi-student communication:
If more than one student is going to a single site, please coordinate your contact so that you are not bombarding the CCCE with multiple phone calls/emails. It is strongly suggested that one designated student make the initial contact and simply ask the CCCE if it is necessary for each student to call (one student may be able to pass on all pertinent information to the other students).

Questions to ask:
Remember that the CCCE may or may not be that actual person that you will be working with on-site. With all of this in mind, here are a few questions that one might ask in the initial contact:

- Who will actually supervise me? Do I need to contact that person directly?
- These are the resources (books, notes, goniometer, gait belt, etc.) that I was thinking of bringing with me; do you recommend anything else?
- Is there anything that you would like me to especially focus on as I prepare for this internship?
- Did you receive all of my paperwork (profile, syllabus, etc.) from the School? Can I clarify anything or do you have any questions for me?
- What documentation am I required to provide (immunizations, CPR, background check, etc.)?
- Verify time and location for reporting to clinic, where to park, if a lab coat is needed, etc.
**Professional behaviors:**

Professional and communication should be exercised at all times when contacting the CCCE. Remember that you are representing yourself, our Program, and our University when you make contact with the site. Please also remember that sites are not required to offer us clinical internship experiences; they are entirely voluntary. The following types of behaviors are considered unacceptable:

- Students are not allowed to dictate their work schedule for the internship. A specific work schedule (e.g. 4 10-hour days) can be requested but not demanded by a student.
- Students cannot demand to be placed with a specific CI for the internship after reading about a CI in a site evaluation or after hearing about a positive experience from a peer. Again, it is acceptable to request a CI but not expect to be placed with one due to staff teams often rotating this responsibility.