

Mary Determan, MSW, LLC
5757 W Oklahoma Ave. Suite 203
Milwaukee, WI 53219-4303
414-431-6400
Fax 414-431-6401

Dear Caregiver,

Your child's appointment should be scheduled if you have been directed to access our clinic paperwork. I just want to share a few housekeeping issues prior to your arrival.

The location of the appointment is at 5757 W Oklahoma Ave., which is the brick building right next to the Aldi store just east of the intersection at 60th and Oklahoma. Because of essentially no street parking and an arrangement with the store, you are able to park in the Aldi parking lot. We are located on the second level in Suite 203. You can take the stairs or the elevator. We follow Milwaukee Public Schools' COVID 19 protocols so at this time wearing a mask is optional. The therapists will adhere to whatever you request regarding wearing a mask. Please have a seat on the balcony or in the waiting room and we will come to meet you.

You will find all the required paperwork on this website that should be completed as best as possible by you with your child's input when appropriate. Please take time to read the informational sheets so that you are aware of what agreements you are making by signing these forms. I ask that you fill these forms out ahead of time. You will have the option of completing the paperwork online or printing it and completing it by hand. I would ask that if you are completing the paperwork online that you complete it before your first session, and if you are completing the paperwork by hand that you bring the completed paperwork with you to the first session.

In order for us to serve you best, please bring your child's health insurance card so either someone in the office or your therapist can make a copy of it. You are responsible for contacting your insurance company to ask if you have any financial responsibility for the services your child will receive. You should be asking if you have a deductible to meet, a co pay or a co-insurance. If you decide to cancel this appointment for any reason, please notify the office immediately (414-431-6400). Specifically because of our waiting list, if you do cancel the initial appointment, two times, it is the clinic's policy to not reschedule. If you and your child do not call or show up for the first appointment, you will not receive a call you back to re-schedule. If during the course of treatment your child would have **three cancellations in a row or two sessions at any time that you do not call or show up for**, you will not receive a call to re-schedule.

The office policy is that **payment is required at each visit or insurance coverage must be in place**. If for whatever reason you become aware of a change in the health insurance coverage, I would ask that you please contact my office immediately. Should you lose the coverage completely, we would put the sessions on hold until you are re-instated with an insurance policy. The other option is for you to decide to pay out of pocket. We will accept payment by cash, check, or credit card. You can stop in the business office to make your payments or refer to the options on the website. If you do write a check for any payments, make it payable to **Mary Determan, MSW, LLC**.

We look forward to meeting with both of you.

Best Regards,

Mary Determan, MSW, LCSW, RPT-S
Owner/Clinic Director