

**Welcome!**

**On behalf of the entire team, I welcome you to RETRAC Mental Health Clinic and Community Center. We look forward to providing you with the tools and resources needed for your journey to mental stability, social connectedness, and hope in a safe and comfortable space.**



**We understand that seeking mental health services is not easy and that coming to a new clinic can cause confusion. Please review the following information below so that you can better understand what to expect at your first appointment and throughout your treatment:**

- **The Clinic is located at 4117 N. Green Bay Ave. In Milwaukee. The phone number is (414-) 433-0780 and business hours are 8:30 A.M.-4:30 P.M., Monday-Friday. You may call during these hours or message staff through the Clinic website to schedule an appointment, to obtain a prescription refill, or to leave a message for staff.**
- **At your first appointment, there will be paperwork to review including Consumer rights, the grievance procedure, and fees/insurance information. Please arrive 15 minutes prior to your scheduled appointment so the paperwork can be reviewed with you. We also ask that you complete the medical/personal intake form on the Clinic website prior to the first appointment. You may also review and print off a copy of the Clinic's Privacy Practices and sign the Assignment of Benefits Agreement if you have insurance.**
- **If you have an emergency during the day and call the Clinic, staff will assist you in obtaining needed services. If you have an emergency after regular business hours, and call the Clinic number, your call will be answered by a message center who will assist you in connecting with the Milwaukee Mental Health Emergency Center or 911.**
- **Should you need to cancel an appointment, please call as soon as possible, at least 24 hours before your scheduled appointment; you may be charged \$25 for a late cancellation or a missed appointment.**
- **You may be discharged from the Clinic for any of the following: non-payment of account, behavior threatening/dangerous to Clinic Staff or other Consumers, canceling/missing appointments too often, Non-compliance with treatment recommendations, obtaining psychiatric medications/mental health services from another agency, or failure to comply with other Clinic policies/procedures of which you were advised during check-in at your initial Clinic appointment.**

**When you have questions or concerns, please express them to staff. The entire team at RETRAC Mental Health Clinic and Community Center is honored that you have chosen us for your mental health needs and wants to work well with you.**

**Sincerely,**

**Amber Ellis-Ward, PA  
Owner**

