

Welcome to



The right care . . .
. . . at the right time

We're So Glad
You're Here!

New Oakland is Michigan's most effective resource for quality mental health services and care.

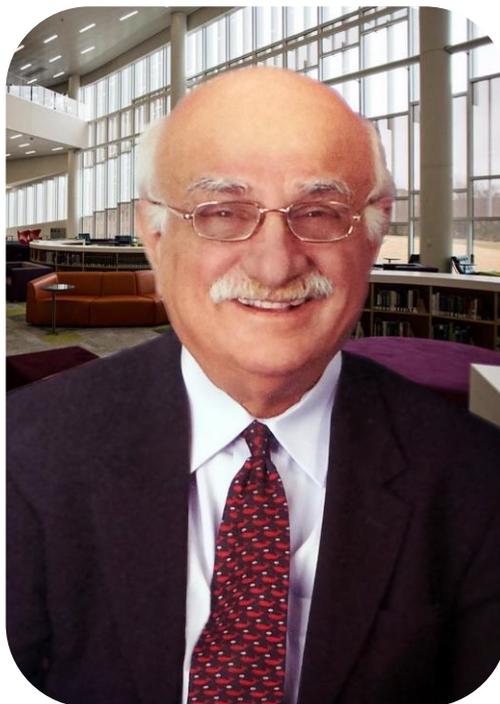
We were founded in 1991 by **Dr. Ismail Sendi**, one of our region's leading psychiatrists and a man with a vision for what family focused mental health care could be and should be.

This welcome packet is designed to help you understand the ways you and your New Oakland team will work together to achieve the care goals that matter to you . . . and to tell you a little bit about our organization and the many alternatives we have available to meet the needs and expectations of you or your family member.

Our Services

An important part of Dr. Sendi's vision was the belief that people should receive **the right care at the right time** . . . but that too often the mental health system forced people to conform to inflexible ideas based on what individual therapists or hospitals had to offer, rather than what was truly right for people.

And "**the right time**" is just as important. You wouldn't wait months to get a broken arm attended to or treat a high fever . . . yet mental health services too often make people wait for care rather than work as hard as possible to meet people at their moment of greatest need.



New Oakland Founder Dr. Ismail B. Sendi

During your time at New Oakland, our goal will always be to ensure you or your family member are receiving the best quality care and service we can offer . . . and to treat you with the **compassion, dignity and understanding that make such an important difference** in any individual's experience of the healthcare they receive.

Our most important request is simply that you help us serve you by communicating your expectations to us at every step of the process. Help us know and understand the things that are important to you.

By working together, you and your New Oakland team can ensure your experience with us will be the best it possibly can be.