

**Welcome to**



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

## **When You Arrive**

### **What you can expect**

Our goal when you arrive is to begin your productive time with the doctor, therapist or program as close to your scheduled appointment as possible. Achieving this goal is a two-way responsibility, involving your timely arrival and preparedness as well as the New Oakland team's.

So please plan to arrive 15 minutes before your scheduled appointment. This will allow time for you to complete any required registration or paperwork as well as time to relax, settle in and get comfortable and situated.

### **Parking**

Each New Oakland site provides adequate available parking for our patients. If you face any difficulties finding a suitable parking spot, please bring it to the attention of the receptionist and we will do our best to make sure a parking space is identified.

### **What You'll Find When You Walk In**

Like any other doctor's or professional office, when you arrive at New Oakland, you'll find a receptionist desk and a waiting area.

New Oakland seeks to provide an environment that is more comfortable and approachable than a typical doctor's office or hospital waiting room. Near the reception area is a waiting area where you will spend the time before your appointment begins.

During your wait if you have any questions or concerns, the receptionist is the person in the best position to help address your needs. If he or she cannot provide the information or solution you need,

he or she will contact the clinical or administrative manager of the New Oakland location who will be glad to discuss the situation with you in greater detail.

### **Admission / Initial Evaluation**

The admission process is how we get to know the basics about you (or your child). Some of this information is related to your identity, insurance, medical history, and so on. So, during the admission process, you will be asked for the following:

- Driver's License and Health Insurance card
- Immunization History
- Medication History
- Name, address and phone number of your primary physician/dentist
- Custody papers, if applicable
- To fill out all paperwork by the end of the session/day
- Any other pertinent information or documentation you think is important

But the admission process is also the time for you to begin to tell your story to the New Oakland professionals who will be providing your care. It's an important time for you to be speaking up about your hopes and expectations!

### **Working Together**

Remember, before, during and after your appointment, our goal (and we expect your goal, too) is to act together as a team to collaborate not only on providing the best care possible, but the best overall experience possible. Your constructive participation is so important!