

PURPOSE

We want to make sure that each client has all the information necessary for success. Review these FAQs to better know what to expect at various points during your treatment. We want to make your entire experience as smooth and stress free as possible.

CONTACT

ADDRESS:

9120 W. Hampton Ave. Ste. #90-
Milwaukee, WI 53225

PHONE:

(414) 466-9777

WEBSITE:

<https://www.wspp.edu/psychology-clinic/psychology-clinic>

HOURS:

Monday-Thursday:
9:00 AM-9:00 PM
Friday: 9:00 AM-5:00 PM
Saturday: 9:00 AM- 2:00 PM

OTHER USEFUL INFO

As a courtesy, appointment reminder calls come from (414) 466-9777 one or two days prior to your appointment.

Emergency situations such as suicidal thoughts should be addressed using **emergency** services like **911** or a hospital.

Front desk staff does not have authority to add or remove appointment fees.

BEFORE THE APPOINTMENT

I have contacted the clinic for services; how long will it be until my first appointment is scheduled?

-The amount of time varies given student therapist and supervisor availability. Our Clinic Managers will call you to let you know when you have been assigned to a student therapist. Shortly following this, your student therapist will reach out to you to schedule your initial session.

DURING THE APPOINTMENT

How long does the appointment last?

-The first appointment will last at least 1 hour.
-Therapy appointments are usually 45 min- 1hr.

What if I miss my appointment?

-It is the patient's responsibility to keep all appointments regardless of whether you have recorded reminder notifications. Multiple missed appointments may result in termination from treatment.
-Missing even part of a scheduled appointment may require rescheduling.
-Call the main number (414) 466-9777 as soon as you realize that you might not make it to the appointment on time.

Can I bring someone with me to my appointment?

-This is determined on a case-by-case basis with your student therapist, especially as it relates to your treatment goals and outcomes.

Do I have to stay with my child who has an appointment?

-Yes, the parent or guardian should be available onsite during the appointment time.

FREQUENCY OF APPOINTMENTS

How often can I expect to meet with the student therapist?

-Frequency of appointments is discussed with your provider and given your availability. Typically, however, clients meet with their student therapist on a weekly or biweekly basis.

AFTER THE APPOINTMENT

Can I call my provider between appointments?

-Clients may call the clinic (414-466-9777) to leave a message for your student therapist. Student therapists will return your call or attend to your message within 48 hours.
-For emergency concerns, please call **911** or the Milwaukee Crisis Mobile Line at **(414) 257-7222**.

BILLING AND PAYMENT

When do I need to make payments?

-Payments are due at the appointment time.
-Billing statements will be mailed out if no payment is collected within 30 days.
-Payments can be made through one of the following:
-At the time of your session via cash or check
-Online (<https://www.wspp.edu/psychology-clinic/psychology-clinic>)
-By mail (i.e., mailing a check or money order to WSPP Clinic
-Dropping the payment off at WSPP during clinic hours
-Via telephone (414-464-9777) with a credit card (a 2.5% convenience fee will apply).

PSYCHOLOGICAL ASSESSMENT

How long does the testing take?

-Total testing times vary based on your presenting concerns. However, on average, testing sessions are between 8 and 10 hours. This can be completed in one setting or around your scheduling needs on various days.

When will I receive my written report?

-Student therapists have 8 weeks to complete your report following the final date of testing. You will be contacted after that time to schedule a feedback session.