



## Frequently Asked Questions

**1. Will my insurance cover the costs of therapy?**

- a. Brookfield Clinics accepts most forms of insurance. As a courtesy to our clients, we will call your insurance company to verify your benefits prior to your first appointment. We will then contact you to go over your deductible and copay obligations, if any.

**2. Will I have any co-pays?**

- a. Co-pays are determined by the type of insurance you have. As a courtesy, our office contacts your insurance company to find out if you have a co-pay. We then attempt to contact you to inform you of your obligations.

**3. I don't have insurance. Can I still come here?**

- a. Yes. We treat clients with and without insurance. If you do not have insurance, we offer what is called a "Prompt Pay" discount. We ask that you pay for your treatment on the day of your appointment. In turn, we discount our fees.

**4. Do I need a referral from my doctor?**

- a. No. You do not need a referral from your doctor to seek counseling.

**5. Do you have weekend and evening appointments?**

- a. Yes. We do offer weekend and evening appointments! Call today, as these appointments fill up quickly!

**6. Is there a psychiatrist on staff?**

- a. Yes. Dr Jain, MD is a board certified psychiatrist who provides psychiatric consultations and medication management in conjunction with therapy. Clients that are seen by Dr Jain must be in active counseling with a therapist in our office.

**7. Is it required that I see a psychiatrist?**

- a. No, you do not have to be seen by a psychiatrist to be in counseling. Treatment is tailored to the individual needs of each client. Some clients may find it beneficial to utilize medication in addition to therapy, while others may prefer therapy with their counselor.

**8. What type of therapists do you have?**

- a. All therapists at Brookfield Clinics must have a Master's degree in their field. Master's Degree in Psychology, Social Work, or Counseling. All therapists at Brookfield Clinics are licensed within their disciplines.

**9. What is the treatment philosophy of the clinic?**

- a. Our clinical staff utilize the most effective clinical approach that suits the individual client based on the most recent research findings.

**10. How long will I need to be in therapy?**

- a. Brookfield Clinics offer personalized therapy for individual needs. A number of factors must be examined prior to assessing how long any one person will “need” to be in therapy. A treatment plan is prepared at the beginning of treatment and is used as a guide for both the therapist and the client throughout therapy. This plan can, and should evolve as treatment progresses. Sometimes, insurance restrictions limit the number and frequency of sessions.

**11. Will my employer know that I am coming to therapy?**

- a. No! HIPPA laws prohibit us from communicating information to individuals and organizations without your written approval to do so. Neither may your insurance provider disclose to your employer the services you have received.

**12. Where exactly are you located?**

- a. Brookfield Clinics is located at the Center for Counseling at Garden City Hospital. We are in the Office Centre East Building on the Hospital's campus. This building is not attached to the hospital; it is the building closest to Inkster Road at the corner of Maplewood. Our office is on the first floor, directly across from the elevator.

**13. Do you treat children?**

- a. Yes. We have therapists that specialize in treating children and adolescents. It is strongly encouraged that the parents of these children be actively involved in their child's therapy.

**14. What services do you offer?**

- a. We offer outpatient counseling services for individuals and families experiencing mental health and/or substance abuse issues. Depression, anxiety, stress, grief, panic attacks are examples of mental health issues. Addictions to alcohol, cocaine, and prescription drugs are examples of substance abuse issues. For those battling addictions, we offer a substance abuse group which meets weekly.

**15. Are you accepting new clients?**

- a. Yes. We are accepting new patients. Contact our office at 734-421-3374 to schedule a confidential appointment.

**16. How do I make an appointment?**

- a. Contact our office at 734-421-3374 to schedule a confidential appointment. Our phones are answered by our office staff Monday through Friday from 8:30 AM to 4:00 PM. If calling after hours or on the weekend, please leave a message on our voicemail system at 734-421-3374. Our office staff will return your call during the next business day to schedule a confidential appointment.

**17. How long does the first appointment take?**

- a. The first appointment is generally the longest appointment. We ask that you come one half hour early to complete paperwork prior to your appointment. You will be “in session” with your therapist for 45 – 50 minutes. Brookfield Clinics schedules on the hour. If your first appointment is at 2:00 PM, we ask that you arrive at 1:30 PM.

**18. What do I need to bring to my first appointment?**

- a. Please bring your insurance card(s), a list of current medications, the phone number and address to your family doctor, and the names and phone numbers of any other person or organization with whom you need us to communicate. We cannot communicate with anyone without your written approval.

**19. Do you offer any classes?**

- a. Yes. We offer classes to the community on a variety of therapeutic and educational topics.

**20. Do you take court-ordered referrals?**

- a. Yes, we accept court-ordered referrals. Written permission from the client is required for our office to communicate treatment recommendations, progress, attendance, and any other relevant matters with court professionals.

**21. If my child sees a therapist here, will I be involved in the treatment?**

- a. Yes. We feel it is important that parents be actively involved in their children's treatment. However, it is also important that children understand that the concerns they express to their counselor are confidential. Parents are encouraged to be involved in treatment planning and progress updates.

**22. How often will I see my therapist?**

- a. Generally, you will see your therapist once a week. You and your therapist will determine the frequency with which you are seen. Insurance and licensing restrictions limit the number of times each client can be seen. Yearly visit and/or dollar amount restrictions may also apply.

**23. Is it possible to have reports written regarding my treatment?**

- a. Yes. Our staff are accustomed to writing patient care reports for courts, employers, etc. Written authorization signed by the client is required before these reports can be released.

**Brookfield Clinics  
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