

ACCESS CLINIC

CLINIC GUIDELINES

The **Access Clinic** is a behavioral health clinic. As a bridge to the community for mental health services, the clinic offers crisis intervention, assessment, and/or referrals to the community. The Access Clinic is committed to treating people with respect and courtesy. The clinic is often very busy, and due to an increased demand for services, you may expect an extended wait time.

- The purpose of the Access Clinic is to serve uninsured Milwaukee County residents. No one will be denied access to services at the Behavioral Health Division due to inability to pay. We are not able to provide ongoing services to the insured (Medicaid T-19, Medicare T-18, BadgerCare Plus, private insurance, & HMO's), persons who already have a psychiatrist in the community, and those who have open services at other outpatient behavioral health clinics.
- All individuals who present for services at the clinic will see a Clinician (nurse or social worker) for an assessment the same day. Individuals will have their clinical needs assessed and referral for services, whether for therapy, medical assessment, or both.
- Same day medication evaluations no longer occur at the Access Clinic. Individuals will be given an appointment for these services if deemed necessary.
- The following medications are generally not prescribed:
 - Benzodiazapines (i.e. Xanax (Alprazolam), Ativan (Lorazepam), Klonopin (Clonazepam), and etc.)
 - Stimulants
 - Narcotics
 - Medication for non-psychiatric conditions
- We believe in respect for our clinic environment. We expect your cooperation in making everyone's clinic visit a safe and pleasant experience. The following behaviors/actions are inappropriate in a clinic setting. If you refuse to refrain from these activities, you will be asked to leave.
 - Profane/disrespectful conversation
 - Sexually inappropriate conduct
 - Panhandling/loitering
 - Talking on cell phones (If you need to talk on your cell phone, please leave the clinic area.)
 - Threatening actions
 - Loud talking
 - Harassment of staff and/or other patients
- **The Access Clinic hours of operation are 8:00am to 3:00pm Monday thru Friday.**
- We are unable to complete the following: W-2 health screens, psychological testing, forms for SSI, SSD, court-ordered evaluations, worker's compensation, and/or other disability/legal related requests.

THANK YOU FOR YOUR COOPERATION AND RESPECT FOR THESE GUIDELINES