



Protecting children, healing lives.

**Welcome to CARES Northwest.** We want you to have a positive experience at our clinic. You spoke with an Intake Counselor by phone, to schedule your appointment and learn about the CARES Northwest process. Please take time to read this letter and fill out the attached forms. Doing these two things will help your appointment start on time and can make the process easier.

**Authorization.** CARES Northwest cannot provide service for your child, unless the child's legal guardian gives consent for the appointment. If you are not the legal guardian of the child in your care, please contact the Intake Department. They will work with you to find a way to get legal consent. If you have legal guardianship of the child, please bring a copy of the court order or notarized document to the appointment.

**Child History Form.** With this letter, we included a Child Medical and Social History Form. This form has several questions. It will help us if you can answer as many questions as possible. Please fill out the form before your appointment. If you need the information in a language other than English, please call the Intake Department.

If you need to complete this form at CARES Northwest, please plan to arrive 20 minutes early. If you complete the form before your appointment, please plan to arrive 10 minutes early.

**Child's Appointment.** Your child's CARES Northwest evaluation will take about three hours. It may take longer if you bring more than one child. Please leave enough time in your schedule for the appointment. At the beginning of the appointment, you and the evaluation team will meet ALONE. Your child will stay in the waiting room. If you need someone to care for your child while you meet with the team, please let the front desk staff know when you arrive. If you have ONE support person (family member, friend, etc.) you want to come to the appointment, please bring them with you. If you have questions about your support person, please talk with your Intake Counselor.

**Cancellation.** **If you need to cancel your child's appointment, please call the Intake Department at 503-276-9020, as soon as possible.** Please do not cancel your appointment through email. There are other children waiting for an appointment time. If you need to call after normal business hours, please leave a message. Sometimes we cannot reschedule missed or cancelled appointments.

**Insurance.** Please bring your child's health insurance card to the evaluation. Most insurance plans cover the cost of the CARES Northwest appointment. We will bill your child's health insurance. You do not have to call your insurance provider for authorization. Our Billing Department will take care of this for you.

If your child does not have insurance or your insurance does not cover any part of the CARES Northwest appointment, we may bill another funding source. This program is called the Crime Victims' Compensation Fund. At your appointment, we will ask you to fill out an application for this fund. A crime does not have to occur in order for a family to benefit from this fund.

**Safety:** Carrying a gun or any other type of weapon is not allowed at CARES Northwest or on Legacy property. Please leave your weapons at home.



NATIONAL  
CHILDREN'S  
ALLIANCE®  
ACCREDITED  
MEMBER

**Questions.** If you have questions or concerns before your child's evaluation, please call the Intake Department at 503-276-9020. You can also write down your questions, concerns and other information to bring with you to the appointment. We look forward to meeting you and your child. Thank you.

**CARES Northwest Intake Staff**

**(503) 276-9020**

Enclosures

V:\CARES\NW\FORMS\Intake\History forms and directions  
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