Dear [Last Name] Family,

Welcome to Gillette Children's Specialty Healthcare’s Complex Care program. Thank you for choosing us to provide evaluations and treatments for your child’s complex care needs.

Led by a team of experts, the Complex Care program at Gillette focuses on all aspects of your child’s health from head to toe. Our team works with you and your primary care provider to create a personalized treatment plan for your child.

Once we have a treatment plan in place, the Complex Care program has resources available to help you navigate the new care plan. A patient navigator works with you to schedule all referrals with Gillette providers. Our goal is finding an appointment schedule that works for you and your child. A nurse care coordinator partners with you and your child’s care team to carry out the plan set during your clinic visits and offer support between visits. This support includes helping you with questions regarding your child’s care plan; understanding your child and family’s story, strengths and priorities; and sharing this information with your child’s full care team.

The Gillette Complex Care team supports you from your first clinic visit and throughout your child’s growth and development. When your child reaches adolescence, we can help you navigate the transition by identifying health, insurance and social services that will change as they become young adults.

Our goal is being available to you with answers, support and guidance. For questions about the Complex Care program at Gillette, please call Diane Swazee at 651-578-5098.

We are excited to meet you and honored to partner with you in the care of your child.

Sincerely,

**Your Complex Care Team**

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| --- | --- | --- | --- | --- |
| **Physicians** | **Nurse Practitioners** | **Nurse Care Coordinators** | **Patient Navigators** | **Administrative Assistants** |
| Art Beisang | Heidi Davis | Kirsten Buck | Leah Amundson | Diane Swazee |
| Tori Bahr | Julie Mills | Marie Navara | David Danielson | Deb Loesch |
| Madeleine Gagnon | Jean Stansbury | Jessie Salay |  |  |
| Micah Niermann | Deana Thomasson |  |  |  |