

Welcome to the practice of
Dr. Donald R. Raden
Child / Adolescent / Adult Psychiatrist

The following guidelines have been outlined to help you access treatment and care in the simplest yet clinically appropriate manner. It is important that all patients understand and adhere to these guidelines for continuation of treatment provided by Dr. Raden, here at Perakis, Resis, Woods & Associates. Dr. Raden wants to give each of his patients that are scheduled for an appointment his full attention, therefore, the following guidelines will help eliminate unnecessary phone calls, voicemails and pages allowing Dr. Raden to see his office patients in a timely fashion.

Appointments

It is important that you keep your follow up appointments in order to ensure continuation and timely refills of your medication. Dr. Raden's standard of practice requires medication follow up visits occur on a regular basis, not to exceed 3 months. Patients not seen in over 6 months will need to be re-evaluated or have an extended appointment scheduled. Please note: we do not guarantee reminder calls for appointments, it is up to the patient to remember appointments made.

Please be ***on time*** for your appointments. A late arrival may result in a request for you to reschedule your appointment with Dr. Raden. ***The full allotment of time for your appointment is necessary*** for the doctor to adequately assess the personal and medical issues presented at that time. Dr. Raden unfortunately cannot extend the time allotted due to lateness as this would impact other patient's appointment times. This policy is in effect to assure the highest quality of care and comprehensive treatment for everyone scheduled.

In cases of divorce, the parent/guardian not present at appointments or not actively involved in treatment, requesting information on their child's progress or questioning medication decisions, **must schedule an appointment directly with Dr. Raden for a consult**. Please note the consult may not be reimbursed by insurance. Phone calls requesting updates or explanation of medications is not possible and will require a **planned appointment**.

Phone Calls to Dr. Raden

Dr. Raden is in the Vernon Hills office on Monday, Tuesdays and one Saturday a month and in our Schaumburg office on Wednesdays and on Saturdays two times a month. Phone messages left for Dr. Raden will be returned throughout the day when he is not seeing patients. Dr. Raden works with other physicians in our practice for weekend coverage and so calls on weekends (Fridays at 4pm until Monday at 9am) are answered by the on-call psychiatrist for the practice.

When Dr. Raden is out of the office, **Emergency** phone messages will be returned promptly so please make sure your message clearly indicates it is an emergency. (Please note below what is considered an emergency). Non urgent calls left for Dr. Raden on days he is out of the office will be returned later in the day or at the latest the following morning.

All weekend calls are answered by one of the psychiatrists in our practice that is on-call. Please reserve weekend calls for urgent or emergency calls only since the on-call psychiatrist may not be Dr. Raden.

Emergency calls consist of:

- Psychiatric Emergencies such as dangerous and unsafe behaviors.
- Questions regarding medication dosage, side effects, symptoms or problems with recently prescribed medications, needing immediate attention.

Non-urgent calls consist of:

- Coordination of care issues, communications with outside professionals/schools regarding treatment or care.
- Requests for referrals for therapists in our office for further treatment.

Calls that are not brief (over 5 minutes) indicate a need for scheduling an appointment. If calls are not brief, please note that a *charge* may be billed to you, which *may not be reimbursed by your insurance company*. Please request a 30 minute appointment if your issue will require a long dialogue with Dr. Raden. Any calls or updates left on Dr. Raden's voicemail that are meant to enhance an upcoming appointment or replace an appointment may result in an office charge.

The office staff can help you with simple requests for letters or consent forms which need to be completed. You may reach our office staff by dialing or pressing "0" once you enter our voicemail system.

Appointments Are Required when the following occur!

- ✓ Phone calls, faxes or letters sent with communications/updates on how you or your child is doing, with callbacks or medication refills requested as a result.
- ✓ Medication change requests or discussions must be done in person, with a scheduled appointment.
- ✓ Discussions/updates regarding the treatment plan or care of a patient

Prescriptions

It is important that you follow up regularly with Dr. Raden for medication follow up visits in order to ensure continued prescription requests be filled in a timely fashion.

The following medications are considered **"Controlled Substances"** and **cannot be called into your pharmacy** and **require** a written prescription.

Ritalin	Dexedrine	Concerta	Dextro Stat	Metadate	Vyvanse
Methylin	Focalin	Adderall	Dexedrine Spansules	Daytrana Patch	

The above prescriptions are **only good for 90 days from the date written on the prescription**. Prescriptions **cannot** be altered, crossed out or changed. It is a Felony to do so and as a result the prescription becomes void. *Therefore*, it is important that you plan to obtain a prescription in a timely manner and not wait until you have one or none of your medication left. Dr. Raden is not in our office daily and you cannot expect prescriptions be written on the same day. We require at minimum 48 but prefer 72 hours for written prescriptions. Other prescriptions (non-controlled

substances) will be called into your requested pharmacy within 24 hours. If a prescription expires or is lost, there will be a \$15 rewrite prescription fee that must be paid prior to having your rewritten prescription mailed or picked up. Mail order prescriptions are written at appointment times only. Our office does not fax or mail prescriptions for mail order prescriptions on your behalf.

Letters, Forms and School Medication Consents

Please Note: Any letters, forms and consents will not be completed unless PRA has a signed release from the patient (12 yrs and older). Blank releases can be obtained at the front desk or downloaded from our website at www.prapsych.com.

To better meet your needs and to ensure a timely response as well for continuity of care for you or your child, please allow at least 72 hour notice to complete any required forms, consents or letters. Please complete all sections of any forms that have demographic information on them i.e. name, address, phone number, etc. Dr. Raden will complete the medication and clinical portion only. Ensure we have the correct name, address and/or fax numbers of whom the fax is to go to so we can forward the required paperwork to the necessary party in a timely fashion. Failure to give proper notice for completion of the form may result in a delay in meeting your request or a fee charged if immediate service is required.

Payment

Co-pays are due at the time of service. If you are a parent and are unable to accompany the patient to the appointment, please send them with a check or we can put a credit card number on file. If there is a divorce agreement between parents on financial responsibility, **it is between the parents and not Dr. Raden.** The parent that accompanies the patient is responsible for making the co-payment at the time of service. Dr. Raden or PRA is not responsible for upholding the agreements made between parents in divorce situations.

Additional Fees that you may be charged for that may/may not be reimbursed by your insurance company are as follows:

- Phone calls that are not brief or require more than a brief dialogue to address the issue appropriately.
- Treatment planning, communications with other healthcare, school or medical professionals per patient/outside resource request.
- Review of **extensive records** as part of the initial or follow up sessions.
- Treatment updates/discussions with non-custodian parent or family member.
- Copying of medical records.
- Depositions, court appearances, second opinions, additional services not covered by insurance.
- To rewrite expired prescriptions or for calling prescriptions in over a weekend/holiday.
- Failure to cancel appointments without proper notice (under 24 hours).
- Testing materials or testing services beyond typical evaluations.
- Lengthy or “urgent” letters needed to be sent/faxed to outside agencies.
- Staffing attendance at schools, hospitals or other pre-determined locations.

Our goal is to provide you with the best care we possibly can. Adherence to these guidelines will ensure that all patients' needs are met in a timely, qualitative and responsive manner. Thank you.

Welcome to the Practice of Dr. Donald Raden

I have received a copy of Dr. Raden's Practice Guidelines and have read them completely. My signature below indicates my understanding of Dr. Raden's practice policies.

Printed Patient Name

Patient Date of Birth

Patient Signature (12 and over)

Date

Guardian/Responsible party/Parent Signature

Date

Thank you!