

PRA PERAKIS, RESIS, WOODS & ASSOCIATES

Welcome to the practice of **Angela Astleford, PMHNP**

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 Angela Astleford, PMHNP and PRA: Perakis, Resis, Woods & Associates. Angela Astleford, PMHNP wants to give each of her patients that are scheduled for an appointment her full attention, therefore, the following guidelines will help eliminate unnecessary phone calls, voicemails and pages allowing Angela Astleford, PMHNP to see her office patients in a timely fashion.

Appointments

It is important that you keep your follow up appointments to ensure continuation of refills of your medication. Angela Astleford, PMHNP'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.

Since Angela Astleford, PMHNP' appointment times fill up so quickly, failure to cancel your appointment with at least 24 but preferably 48 hours notice will result in a missed session charge (\$75), which is not reimbursable by your insurance company and will be your responsibility to pay prior to your next appointment!

It remains the patient's responsibility to keep track of their follow up appointments. PRA does not guarantee confirmation calls. Please access our patient portal to see upcoming appointments that are scheduled.

For adolescents seen, in cases of divorce, the parent/guardian not present at appointments or not actively involved in treatment, requesting information on their adolescent's progress or questioning medication decisions, **must schedule an appointment directly with Angela Astleford, PMHNP for a consult.** Please note the consult may not be reimbursed by insurance. Phone calls requesting updates or explanation of medications is unacceptable and requires a **planned appointment.**

Phone Calls to Angela Astleford, PMHNP

Our office number is (815) 356-5050. For administrative issues, please press "0" to reach our office staff who will assist you. You may contact Angela Astleford, PMHNP by calling our office number and entering her extension, which is **331**. **Her direct dial number is 815-526-5331.** If your message is **urgent** and you need to page Angela Astleford, PMHNP, follow the instructions on her voicemail to have her paged. If Angela Astleford, PMHNP is off call for the day or weekend, a covering psychiatrist or nurse practitioner will return your call.

Please note Angela Astleford, PMHNP is off call on **Fridays** and may not return your call until the next business day. If you have an **emergency that needs the attention** of the covering psychiatrist or nurse practitioner, leave a message as indicated above on Angela Astleford, PMHNP's extension and the covering psychiatrist will return your call. Please refrain from calling Angela Astleford, PMHNP on **Fridays** if your concern is not urgent.

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If you have PRIVACY MANAGER, please turn it off when expecting a call back from your clinician. Failure to do so may result in our physician not being able to reach you.

When contacting your clinician, please be aware that any calls that are not brief (more than about 5 minutes) usually indicate the need for scheduling an appointment. ***Please note that calls that are not brief will result in a charge that may not be reimbursed by your insurance company.*** This applies to communications with parents, schools, primary care physicians and other professionals involved in your or your child's care.

Phone messages left for Angela Astleford, PMHNP should be reserved for the following clinical reasons:

- Psychiatric Emergencies
- Questions regarding side effects, symptoms/problems of recently prescribed medications, needing immediate attention.
- Coordination of care issues, communications with outside professionals/schools regarding treatment or care
- Request for referrals for therapists in our practice for further treatment

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

Patients are responsible for being aware if their prescriptions are running low and scheduling an appointment before they run out. If you are unable to make an appointment before your prescription runs out, a refill can be requested through the **Pharmacy Request Line at (815) 526-5322**. Prescriptions will be processed Monday through Friday between 9:00am and 4:30pm daily except on holidays. You may still call in after-hours and leave requests on the prescription request line.

The on-call psychiatrist is available to you to handle problems with medication emergencies and situations, which require immediate attention, and not to provide routine prescription refills. Please be advised that if the on-call doctor is not your regular psychiatrist or you have not followed up with your physician recently, you cannot expect a full month refill to be called in, regardless of your prescription plan.

In order for a prescription to be called in, you **must** provide **all** of the following information:

- Your name (**PLEASE SPELL**), date of birth & doctor you see
- Your return telephone number with area code (Please turn off privacy manager for return calls)
- The medication(s) you need refilled (include amounts and dosage(s))
- The pharmacy name and telephone number
- If you would like to pick it up a written prescription, please include office location or if you would like it mailed, include preferred address.

If we do not receive all of their information, your prescription will not be called in.