

PRA PERAKIS, RESIS, WOODS & ASSOCIATES

TO: PRA NEW PATIENT

You have an appointment scheduled with a PRA Psychiatrist or Nurse Practitioner

Some additional information to bring to your first session. You can also send paperwork to the office via the Patient Portal.

- **For children and adolescents under the age of 18** - The **Parent Questionnaire** asks questions about your child's health, development and family life. This form will be sent via portal separately, for new patients seeing child psychiatrists or pediatric nurse practitioner.
- **Client Information Form and Consents and Authorization Form** are both forms that gives us demographic information and consent for us to provide treatment. If patient is under 18 years old, we will need the signature of both parents. All children 12 and older must sign the form where patient is indicated. In cases of divorce, for patients under the age of 18, we still need both parents' signatures.
- **Divorced Parents** – PRA must have legal document stating who has medical/psychiatric decision making prior to the patient being seen.
- **Medical/Social History Form** – this is a two-sided form that needs to be completed and signed on the second page as well.
- **Authorization to Release Information Forms** – Complete this form for anyone you would like our doctors/NP to be able to contact to discuss your treatment. This can include school, therapist, pediatrician or whomever will need information about treatment and care.
- **Exchange of Information Form** – is a form that communicates brief information to your primary care physician. If you would like us to communicate with your PCP, please complete this form with your physician's information filled in. We will need a fax number so we can fax the form over to your PCP.
- **Please Bring/send via Portal:** Photo ID – for children, we will need parent ID or if available Student ID, Adults we will need ID your insurance card.

The following items will also be helpful to have if available:

- A copy of any previous psychiatric records. (Required for adults if being seen for previous diagnosis of ADHD) Last two notes and original initial evaluation.
- A copy of any previous neuropsychological or psychological evaluations if done within the last 3 years.
- Primary Care Physician last 2 progress notes – if medical condition exists.
- If applicable, a copy of the most recent IEP.

This information is important to gain full understanding of any previous treatment and will help to guide the ongoing assessment and treatment. Please contact our office with any questions or concerns.

Sincerely,

PRA Psychiatrists/Nurse Practitioners

Welcome to PRA

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 PRA: Perakis, Resis, Woods & Associates clinicians. Our clinician's want to give each of their patients that are scheduled for an appointment their full attention, therefore, the following guidelines will help eliminate unnecessary phone calls, voicemails and pages allowing your clinician to see patients in the office in a timely fashion.

Appointments

It is important that you keep your follow-up appointments to ensure continuation of medication refills. PRA'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.

If you or your child need later in the day or specific time for appointments, it is vital that you schedule your follow up appointments in **advance** so it will not interfere with your medication refills. Waiting until the last minute may result in a delay in medication refills and may result in you coming into the office for appointments at times that may be inconvenient for you.

Since our clinician's appointment times fill up so quickly, failure to cancel your appointment with **at least 24 hours** but preferably 48 hour's notice will result in a missed session charge (based on our full rate), 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.

In cases of divorce, the parent/guardian not present at appointments or not actively involved in treatment, and are requesting information on their child's progress or questioning medication decisions, **must schedule an appointment directly with our clinicians for a consult**. Please note the consult may not be reimbursed by insurance. Phone calls requesting updates or explanation of medications is not feasible and requires a **planned appointment**. **We also require legal documentation confirming Medical/Psychiatric decision making of both parents.**

Phone Calls

Our office numbers are: **Schaumburg is (847) 240-2211, Vernon Hills is (847) 918-8282 and Crystal Lake is: (815) 356-5050**. For administrative issues, please press "0" to reach our office staff who will assist you. You may contact your Psychiatrist/Nurse Practitioners by calling our office number and entering their extension or contacting by dialing their direct dial number. If your message is **urgent** and you need to page the clinician, follow the instructions on their voicemail to have them paged. When listening to options, it is option 2 to page. If your clinician is off call for the day or weekend, a covering psychiatrist/Nurse Practitioner will return your call.

Clinicians have only one contact number even though they may see patients at multiple locations. Direct contact numbers are listed below. The first office listed is their home office.

| Psychiatrist/Nurse Practitioner | Office/Voicemail | Office Locations |
|---------------------------------|------------------|--------------------------|
| Dr. Steven J. Resis | 847 598-8228 | Schaumburg, Crystal Lake |

| Psychiatrist/Nurse Practitioner | Office/Voicemail | Office Locations |
|--|-------------------------|---------------------------------|
| Dr. Donna M. Woods | 847-598-8270 | Schaumburg |
| Dr. Robert Fabsik | 847 932-0840 | Vernon Hills, Schaumburg |
| Dr. Amber Bard | 847-598-8244 | Schaumburg |
| Dr. Jason Chang | 847 598-8235 | Schaumburg |
| Dr. Ella Komarovskiy | 847-932-0830 | Vernon Hills |
| Dr. Brian McFaul | 847-932-0850 | Vernon Hills, Schaumburg |
| Dr. Shah Nawaz | 847-598-8246 | Schaumburg |
| Dr. Sandy Rhee | 847-598-8254 | Schaumburg |
| Dr. Virin Va | 847-598-8229 | Schaumburg |
| Dr. Dustin Pilat | 847-932-0805 | Vernon Hills |
| Dr. Tiffany Mateo | 847-598-8240 | Schaumburg |
| Angela Astleford, PMHNP | 815-526-5331 | Crystal Lake |
| Ashley Wallen, PMHNP | 815-526-5330 | Crystal Lake |
| Angelica Pucha, PMHNP | 847-932-8820 | Vernon Hills |

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

When contacting your psychiatrist/Nurse Practitioner, please be aware that any calls that are not brief (more than about 5 minutes) usually indicate the need for scheduling an appointment. **Note that not brief calls may result in a charge not 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 your clinicians 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

It is important that you follow up regularly with your clinician for medication follow up visits in order to ensure continued prescription requests be filled.

The following medications are considered **“Controlled Substances”**

| | | | |
|----------|-----------|----------|---------------------|
| Ritalin | Dexedrine | Concerta | Vyvanse |
| Methylin | Focalin | Adderall | Dexedrine Spansules |

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 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. Our prescribers are not in our office daily and you cannot expect prescriptions written on the same day. We require at minimum 48 but prefer 72 hours for written prescriptions. Prescriptions received from your pharmacy or to be sent to your pharmacy, will be processed within 48 hours.

Patients are responsible for being aware if their prescriptions are running low and scheduling an appointment before they run out. If you cannot make an appointment before your prescription runs out, a refill can be requested through the Pharmacy Request Line at your prescriber's main office. Main office numbers are listed as the first location next to your clinicians' names above. 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 listed below by calling the prescription line of your clinicians MAIN OFFICE LOCATION.

Schaumburg prescribers: (847) 598-8222

Vernon Hills prescribers: (847) 932-0822

Crystal Lake prescribers: (815) 526-5322

The on-call psychiatrist/NP 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/NP and you have not followed up with your prescriber recently, you cannot expect a full month's 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 & prescriber 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. Otherwise, prescriptions will be sent electronically to your pharmacy.

If we do not receive all of this information, your prescription may be delayed and not processed.

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 obtained from our website at www.prapsych.com under FORMS.

To better meet your needs and to ensure a timely response as well as continuity of care for you or your child, please allow at least 72-hour notice to complete any required forms, medication consents, or letters. Please complete all sections of any forms that have demographic information on them. Our clinicians 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. We must have a current release of information on file to send any documents or letters to anyone outside of PRA.

Payment

Co-pays are due at the time of service. For **new patients and telehealth** patients – PRA requires a credit card on file so co-pays, co-insurances, and deductibles due can be processed after your appointment. If there is a divorce agreement between parents on financial responsibility, it is between the parents and not our office. PRA is not responsible for upholding the financial 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.
- Disability paperwork or records/reports. Clinician may require a visit to ensure they have the most updated clinical information prior to filling out forms.
- Failure to cancel appointments without proper notice.
- Review of genetic testing results.
- 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.

Concerns or Questions

If you should have any questions, concerns or problems related to your treatment at PRA Perakis, Resis, Woods & Associates, you may address your concerns directly with your physician or therapist. In addition, you may contact:

Jennifer Addison Practice Administrator (847) 598-8276

We are looking forward to working with you. Please sign the “Consents and Authorization” forms indicating that you have read, understand, and agree to these policies and procedures. 3/2024