

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)
- A copy of any previous neuropsychological or psychological evaluations.
- 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 in order to ensure continuation of refills of your medication. 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 hours 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