

## POLICY AND PROCEDURES FOR YOUR PSYCHIATRIST VISIT

*In order to help you utilize our services effectively, it is our goal to clearly outline policies that govern our relationship with you.*

### COMMUNICATION AND GETTING IN CONTACT WITH YOUR PSYCHIATRIST

Please obtain a business card for your Psychiatrist that has important numbers listed to reach your psychiatrist and our office staff. The business card of your psychiatrist will have a voicemail number which is also the number to call if you need to page your doctor. If your message is **urgent** and you need to page your psychiatrist, follow the instructions on the voicemail to have your doctor paged. If your doctor is off call for the day or weekend, a covering psychiatrist will return your call. If you have **PRIVACY MANAGER**, please turn it off when expecting a call back. Failure to do so may result in our physician not being able to reach you.

When contacting your psychiatrist, 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.

### FEES AND PAYMENTS

**Payment is due at the time of your session.** Our office will bill your insurance company for their portion; **however**; any deductibles, co-pays and/or applicable fees are **due at the time of your office visit.** Failure to pay fees at time of service or asking to be billed, it will result in a \$10 financial charge. We recommend that you keep a credit card on file to avoid this charge. We use a highly secure HIPAA compliant portal for credit card storage with our credit card vendor. We accept exact Cash due, Checks or Credit Card (Visa, MasterCard, Discover & American Express) and you can also pay online at [www.prapsych.com](http://www.prapsych.com). Just hit the PAY NOW button and it takes you to a secure portal to pay. The office charges a \$35 return check fee.

We make every effort to ensure insurance claims are paid correctly. PRA will make one attempt to work with your insurance company to pay for services. After one attempt, balances not paid by the insurance company will be the patient's responsibility.

**Parents of Patient's under 18 years of age please read the following statement:** If you are a parent and are unable to accompany your child who is 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 Perakis, Resis, Woods & Associates. The parent that accompanies the patient is responsible for making the co-payment at the time of service. PRA is not responsible for upholding the agreements made between parents in divorce situations.

### APPOINTMENTS AND CANCELLATIONS

Appointments for psychiatrists are made at the front desk. You may also call any of our offices to schedule an appointment with our doctors. Our doctors' schedules often fill up quickly and so your appointment time is important to keep. Please be on time for your appointment. ***Appointments not canceled at least 24 hours in advance will be billed to the client at the full session rate and cannot be billed to, nor reimbursed by insurance (even if our office has a contract with your insurance company).*** We make every attempt to give you an appointment reminder call however there may be circumstances that arise that may hinder our ability to do so and we cannot guarantee confirmation calls. ***It remains the patient's responsibility to keep track of their appointments.***

### PRESCRIPTION REFILL POLICY

Patients are responsible for being aware if their prescriptions are running low and scheduling an appointment before they run out. Refill can be requested through the **Pharmacy Request Line listed on your psychiatrist's business card.** Prescriptions will be processed Mon-Fri 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 we do not receive all of this information, your prescription will not be called in.**

### CONCERNS OR QUESTIONS

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

**Paula M. Comm, MA, Practice Administrator (847) 598-8224**

**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. 03.21.2020**

[www.prapsych.com](http://www.prapsych.com)

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