

# PRA PERAKIS, RESIS, WOODS & ASSOCIATES

## 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

Your therapist schedules his/her own appointments and can be contacted directly to inquire about availability by leaving a message on their voicemail. Please note if you need to change an appointment time or cancel an appointment, you must contact your therapist directly as the front desk cannot reschedule appointments for therapists.

Since our clinician's appointment times fill up, 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.

For **follow up** visits that are in person with your therapist, you DO NOT need to check in with the receptionist, you can simply flip the clinicians light switch in the up position and have a seat when you arrive in any of our office waiting rooms. The light switch alerts your therapist that you are waiting.

### Phone Calls

Our main 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 therapist directly by calling our office number above and entering their extension or by entering their direct dial number. If your message is **urgent** and you need to page your therapist, after leaving a message, hit # and then the number 6. This will mark your message as urgent. It is important that you turn off privacy manager features on your phone so your therapist can return your call.

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

<b>Therapist</b>	<b>Contact Number</b>	<b>Office Locations</b>
Jeana Altman, LCPC	<b>815 526-5353</b>	Crystal Lake
Dr. Andrew Bowman	<b>847-598-8233</b>	Schaumburg
Dr. Michael J. Camara	<b>847-598-8255</b>	Schaumburg, Vernon Hills
Liz K. Cooper, LCSW	<b>847-932-0844</b>	Vernon Hills
Ellen Erlichman, LCSW	<b>847-598-8256</b>	Schaumburg

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<b>Therapist</b>	<b>Contact Number</b>	<b>Office Locations</b>
Roberta Frankel, LCSW	847-598-8226	Schaumburg, Vernon Hills
Dr. Erika P. Gray	847-598-8280	Schaumburg/Crystal Lake
Dr. Robert A. Green	847-598-8268	Schaumburg
Rebecca Hahnfeld, LCPC	815-526-5346	Crystal Lake
Nicole Briel Hiller, LCPC	847-932-0813	Vernon Hills
Susan D. Jacobs, LCSW	847-932-0842	Vernon Hills
Shafaq Javaid, PsyD, LCPC	815-526-5345	Crystal Lake
Debbie Kaufman, LCSW	847-932-0810	Vernon Hills
Dr. Kimberly Kerley	847-598-8248	Schaumburg, Crystal Lake
Steve J. Kim, LCPC	847-932-0848	Vernon Hills
Kari Kimpton, LCSW	847-932-0808	Vernon Hills
Stephanie Lafontaine, LPC	815-526-5335	Crystal Lake
Sandra Levy, LCSW	847-932-0815	Vernon Hills
Dr. John Lewandowski III	815-526-5326	Crystal Lake
Dr. Shari Liebling	847-932-0849	Vernon Hills
Dr. Barry C. Lipin	847-598-8230	Schaumburg
Dana Marolt, LSW	815-526-5320	Crystal Lake
Brigitte Muck, LCPC	847-932-0846	Vernon Hills
Dr. Sultan S. Oner	847-598-8245	Schaumburg
Jill J. Pixley, LCSW	815-526-5341	Crystal Lake
Dr. Mitchell Powers	847-932-0814	Vernon Hills
Paula L. Sabin, LCSW	847-598-8267	Schaumburg
Dr. Janice Spangler	815-526-5344	Crystal Lake
Paige Spangler, PhD, LCPC	815-526-5318	Crystal Lake
Dr. Deborah H. Stern	847-598-8225	Schaumburg, Vernon Hills
Donna Ward, LCPC	847-598-8295	Schaumburg
Shane A. Westerberg, LCPC	815-526-5316	Crystal Lake
Dr. Florentine Wilk	847-598-8252	Schaumburg, Crystal Lake
Dr. Brian J. Zercher	847-598-8231	Schaumburg, Crystal Lake

When contacting your therapist, please be aware that any calls that are not brief (more than about **10 minutes**) usually indicate the need for scheduling an appointment. ***Please note that calls that are not brief may 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.

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