

## **RAJ SHIWACH, MD PA**

941 YORK DRIVE SUITE 205  
DESOTO, TEXAS 75115  
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**In addition to seeing your provider at your regularly scheduled appointments, you can contact him or her by phone or email at any time. Please read the following guidelines to clarify what you can expect when communicating with your healthcare professional.**

1. In the case of an emergency, it is NOT appropriate to call the main office number. If you experience a potentially life-threatening emergency, including intent to hurt yourself or others, you should dial 911, go to your local emergency room, or call our 24-hour emergency line, which is 1 (800) 200-8766.
2. To reach your provider by phone, please call the main office number, which is (972) 283-6286. The front office staff will direct your call to the appropriate person. If your provider is unable to answer your call, you will be able to leave a message at reception or leave a message on your provider's voicemail.
3. If a staff member cannot answer your call, or if you call after-hours (before 9am or after 4:30pm), you can leave a message on the general voicemail. The voicemail is checked at the beginning, middle, and end of the day.
4. We will make every effort to respond to your call within 24 business hours. If you believe your call requires a more prompt response than this, please notify the receptionist, who will pass that information along to your provider.
5. You may contact your provider by email if you have reviewed and signed the email release statement. Email will be answered within 3 business days of receipt and is also not to be used for emergencies.
6. Your provider reserves the right to request a face-to-face appointment if he or she feels your question or concern to be beyond the scope of telephone or email.
7. Your provider will make every reasonable attempt to return your phone call or email, but is not liable if you are not available to receive the call, or if your phone or email service is not functioning properly.