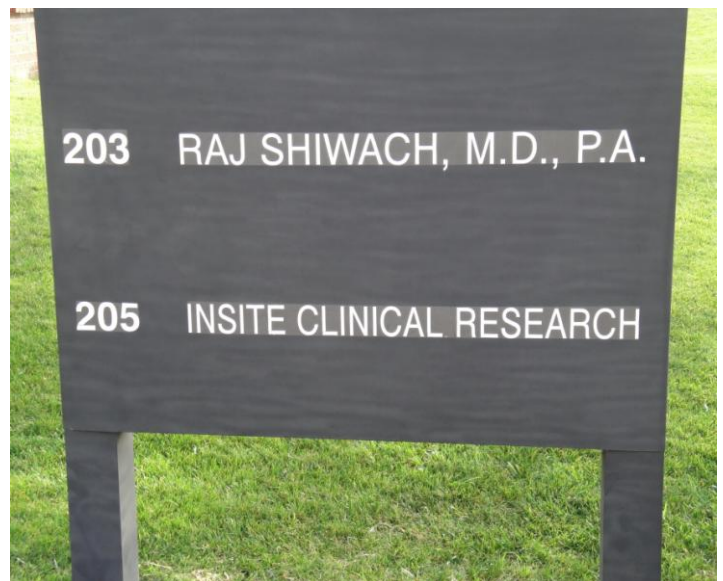




patient information packet



welcome

RAJ SHIWACH, MD PA

We thank you for trusting your healthcare needs to Dr. Shiwach and his providers. Our goal is to offer you high-quality care through a variety of services intended to promote your overall mental health. Please reference this patient information packet to familiarize yourself with our office policies and amenities.

+ services

no matter what the diagnosis, hope is waiting for you

1. **Medication management for psychiatric conditions, including:**
depression, bipolar disorder, schizophrenia, insomnia, anxiety disorders, ADHD, substance abuse, dementia (including Alzheimer's disease), and more
2. **Suboxone detox and maintenance treatment**
for opioid dependence
3. **Individual counseling**
fifty-minute therapy sessions provided by Licensed Professional Counselors
4. **Intensive outpatient group therapy (IOP)**
group sessions designed for those experiencing intense behavioral or emotional difficulties
5. **Opportunities to take part in research studies**
you may qualify to participate in clinical trials through InSite Clinical Research



+ amenities

offering you the finest healthcare, with style

1. Outstanding healthcare providers and friendly staff
2. Spacious waiting room with LCD TV
3. Ability to correspond with providers via email
4. Electronic prescribing (we send prescriptions to your pharmacy online)



meet your healthcare professionals

exceptionally trained to offer you exceptional treatment



RAJ SHIWACH, MD, MRCPSYCH (UK) is a board-certified psychiatrist who has been practicing in the Dallas/Fort Worth Metroplex for over a decade. He has completed psychiatric residencies in the UK and at the University of Texas Southwestern Medical Center in Dallas. He serves as the Principal Investigator for InSite Clinical Research and is an attending physician as well as the Medical Director at Hickory Trail Hospital in DeSoto. His dual interest in both research and clinical practice distinguishes Dr. Shiwach among his peers, and he is held in high esteem by colleagues and patients alike. Personal interests include spending time with his wife, Sue and their five children. He also finds time to pursue his hobbies of reading, jogging, and collecting ancient artifacts.



NNEKA JON-UBABUCO, PMHNP-BC is a board-certified psychiatric nurse practitioner who has been part of the team since September 2011. She completed nursing school at Vanderbilt University's School of Nursing in August 2011. Nneka received clinical training in areas of evaluation, assessment, diagnosis, and medication management. She recently relocated to this area from Nashville, Tennessee, where she worked part time as an RN in a psychiatric hospital while attending school. Outside of work, you might catch Nneka catching up on her favorite soap opera, General Hospital.



AMANDA RAHN, PA-C is a certified physician assistant who concentrated her study and clinical hours in psychiatry. She is experienced in diagnosing and treating mental disorders in addition to being able to manage and prescribe medications. She received her BS in Cellular & Molecular Biology from the University of Michigan, and her MS in Physician Assistant Studies from the University of Kentucky. She is in the process of obtaining her Certificate of Added Qualification in the specialty of psychiatry. Amanda's training in general medicine in addition to that in mental health provides her with an excellent understanding of the mind-body connection. In her spare time, Amanda enjoys spoiling her dog, Sebastian.



CHARLSA PLACKER, MA, LPC is a gifted group and individual therapist. She received her BS in Interdisciplinary Studies and her MA in Counseling from Dallas Theological Seminary. Charlsa facilitates the Intensive Outpatient Group program, in which she leads discussion and expertly equips patients with the tools and knowledge necessary to promote their mental well-being. She also performs individual counseling services. Charlsa's clinical interests include sexual abuse and trauma, mood disorders, anxiety, and addiction. Outside of the office, she devotes plenty of time to her close friends and two dogs, the latter of which are rescue animals. She is also a fan of good books and an avid consumer of Mexican food.



LYNDA NELSON, MA, LPC INTERN is a Licensed Professional Counselor Intern, in the process of obtaining full licensure. She received her undergraduate degree in Psychology from St. Mary's University in San Antonio, and her Master of Arts in Counseling Psychology from Texas Woman's University. Lynda enjoys working with children, adolescents and adults in individual, family and group therapy settings. Her counseling experience includes working with clients with Post Traumatic Stress Disorder, depression, anxiety disorders, addiction, and adjustment issues. And while you may not guess just by looking at her, Lynda knows her way around a circular saw and enjoys building furniture in her downtime.



contact your provider

how
to

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. Your call will be returned by the end of the next business day. 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.



refill your prescriptions

how
to

1. In general, you should not need to contact the office for prescription refill requests. Your provider will supply you with enough medication until your next appointment. If your provider has specified that you need to follow up with a face-to-face visit in a certain amount of time, it is important that you come to the office to be seen as directed.
2. Prescription refills will not be issued if you cannot keep your scheduled appointment, except in extenuating circumstances. Even in the case of an extenuating circumstance, it is up to the discretion of the provider whether you will be given a refill.
3. If you do encounter an extenuating circumstance (e.g., illness, death in the family, etc.) that prevents you from keeping your scheduled appointment, your provider may allow you a refill that will last until you can be seen in person. However, any such requests must be made by calling the office. Refill requests called or faxed by your pharmacy will not be processed or filled.
4. Prescriptions that are lost or misplaced are subject to a \$25 rewriting fee.



email your provider

how
to

Dr. Shiwach and his healthcare providers offer patients the convenience of communicating via electronic mail (email) for non-urgent matters. Both you, as the patient, and your provider have to agree to this arrangement. No personal health information is ever sent electronically without permission given by you or your legally authorized representative.

APPROPRIATE USES FOR EMAIL

Email may be used to request information and ask non-urgent questions. *It should not be used in emergencies.* If you are experiencing a sudden or severe change in your health or otherwise need an immediate response, please contact your healthcare provider's office by telephone, call 911, or go to an emergency room.

Email may be appropriately used to send protected personal health information for:

- Prescriptions/refills
- General medical advice after a face-to-face office visit
- Patient educational material

If you have an email address and would like to take advantage of this service, please discuss your wishes with our office.

Dr. Shiwach and his office will not forward emails to anyone without your prior written consent, except as authorized or required by law.

Email is not to be used in the place of a face-to-face office visit if you cannot keep your scheduled appointment. It is also NOT to be used for emergencies, or urgent matters requiring a response in less than 24 hours. Furthermore, your healthcare provider has the right to request that you schedule an appointment in person if he or she feels that your concerns cannot be adequately managed via email.

KEEPING RECORDS OF EMAIL COMMUNICATIONS

Email communications will be documented as (1) an electronic note maintained in a computer system and/or (2) a paper copy filed in your medical record.

SENDING EMAIL

Please include your full name and date of birth in every email message that you send to your healthcare provider. The subject line should include the purpose of the email, for example: "Prescription Refill Request".

When you receive a message from your provider containing medical advice, please acknowledge the message by sending a brief reply to the provider.

If a message is ever returned because of a "bad address", please make sure that you entered the complete address as it was given to you. If you are sure that you entered the address the provider gave to you, please call the provider's office and make sure you have the correct email address and that the computer system is functioning properly. If we do not answer your email in 2 to 3 business days, contact our office by telephone.

Dr. Shiwach's office may choose to discontinue email communication at any time.

PRIVACY AND SECURITY OF EMAIL

Do not use email to send or request sensitive information. This includes personal information you do not want other people to know. Additionally, you should be aware of and understand that if you use email provided by your employer, any email sent on your employer's system may be viewed by your employer.

Dr. Shiwach and his office cannot and do not guarantee the privacy or security of any messages being sent over the internet. There is the potential that email sent over the internet can be intercepted and read by others. If this is of concern to you, you should not communicate with your healthcare provider through email.

This document, along with the notice of privacy practices included in your intake paperwork constitutes a notice of privacy practices for email use as required by the Texas State Board of Medical Examiners.



controlled substances agreement

office
policy

Certain medications may be classified as "controlled substances" by the DEA when a substance shows a high potential for abuse and has a high likelihood of causing dependence.

I agree that Raj Shiwach, MD PA and its delegated employees will be the sole personnel prescribing my controlled substance medication.

I will take the medication at the dose and frequency prescribed by my provider. I agree not to increase the dose on my own and understand that doing so may lead to complications with my medication regimen.

I will attend appointments, treatments and consultations as required by my provider.

I will not receive controlled substance medication from any other provider except in an emergency. Should such occasions occur, I will inform my prescribing provider as soon as possible. I agree to make this office aware of any other controlled substances that I receive from other providers.

I understand that no narcotic pain medication can be prescribed to me without proper documentation from a previous provider detailing my chronic pain condition.

I understand that there is a risk I may become addicted to the controlled substances I am being prescribed. As such, my provider may require that I have additional tests and/or see a specialist in addiction medicine should a concern about addiction arise during my treatment.

I understand that the use of any mood altering substance, such as tranquilizers, sleeping pills, alcohol or illicit drugs (including marijuana, cocaine, heroin, or hallucinogenics) can cause adverse affects or interfere with prescribed medications. Therefore, I agree to refrain from the use of all of the above substances without first discussing it with my provider.

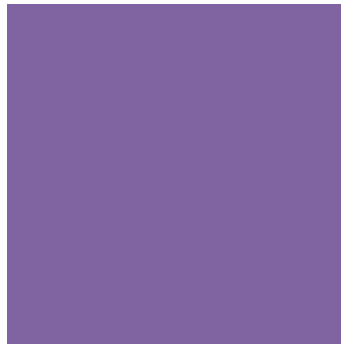
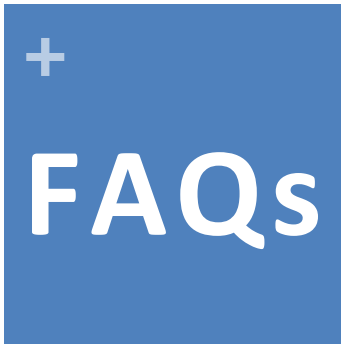
I agree to be responsible for the secure storage of my medication at all times. I agree not to provide my prescribed medication to any other person. I agree that if my medication is stolen, I will be required to provide an official police report. I agree that if I run out of medication early for any reason, I may not receive a refill before it is due.

I agree to a urine specimen and/or pill count during my office visit at any time during my treatment to observe for compliance. I also understand that by refusing to take the specimen and/or pill count or by having a positive result, I may no longer receive any controlled substances. If aberrant behavior is suspected, this office has a right to deny my medication until claims are investigated or resolved.

If I break this agreement, my provider reserves the right to discontinue services.

I hereby agree that my provider has the authority to disclose the prescribing information in my patient file to other health professionals when it is deemed medically necessary in the provider's judgment.

I agree that if I am a new patient, I must provide an official list of all my current medications and treatment records from previous providers.



Does seeing a psychiatrist mean that I am crazy?

No, absolutely not. People come to psychiatrists for many reasons, and you are not alone. In fact, the World Health Organization reports that over fifty percent of U.S. adults will develop a mental disorder at some point in their lifetime. When you see a mental health professional, it does not mean that you are weak or crazy -- it means that you are taking care of yourself and helping to improve your quality of life.

Don't psychiatric medicines have a lot of side effects?

It is true that all medications, from blood pressure pills to antidepressants, have side effects, some of which can be anxiety-provoking. Please be assured that when your provider gives you a prescription, it is because he or she believes the benefits of taking it outweigh any risks. If you still have concerns, we encourage you to discuss them with your provider.

Which insurance plans do you accept?

We accept Medicare, Medicaid, NorthSTAR (Value Options), and most private insurance plans.

Why do I have to take a urine test?

Regular and/or random urine drug screens are one way to ensure that our patients are taking their medications as directed. Adding non-prescribed substances to your regular medications can be very dangerous, and performing urine tests is one way that our office promotes your safety. We try to keep at least one urine test on file for every patient taking a controlled substance.

What if I have an emergency?

If you think that you may hurt yourself or anyone else, it is important to seek care immediately. You can either call 911, go to your local emergency room, or call our 24-hour line, which is 1 (800) 200-8766.



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thanks for
visiting



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contact us

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