

Welcome to the Practice Quick Start Guide

The following is a summary of the information you'll need to prepare you for your appointment. You can go to WWW.NROITMANMD.COM to download intake questionnaires and information about Dr. Roitman's background and education. Maps to the office and a picture of the building can be found at <http://goo.gl/YN3tVo> and <http://goo.gl/zzUMLp>. A complete explanation of the practice follows this "quick start guide."

Before your diagnostic session

- Complete the intake questionnaires.
- Fax (702-297-6561), email (DoctorRoitman@gmail.com), or bring the intake questionnaire with you. Come one hour early if you don't complete them before.
- If you can't keep the time you reserved, call us *right away* at 702-222-1812. We will bill you for the missed session unless we can find someone else to fill in. You can arrange to meet online or by phone instead.

Your diagnostic session

- The diagnostic session gives you and Dr. Roitman time to review your issues related to your case.
- A full diagnostic session lasts up to half-a-day. The diagnosis might include medical components.
- Medical referrals (such as neurology) or orders for lab psychological testing could be recommended.
- Dr. Roitman prepares a report for the chart that we will send to you if you want it.

Treatment

- Not all diagnostic sessions are followed by treatment since not all problems are psychiatric.
- If indicated, Dr. Roitman can conduct psychotherapy and prescribe psychotropic medication.
- Psychiatric treatments may include psychotherapy, medications, alternatives, or combinations.
- Some plans involve collaboration with or referrals to other healthcare providers.
- Dr. Roitman can start treatments that can be followed up by other providers.

Follow-Up sessions

- Unless complicated and urgent, return sessions are scheduled monthly, quarterly and then semiannually.
- Sessions last 30-60 minutes.
- Dr. Roitman encourages communication with him about medications and complications by phone, fax, text or email between visits. If your medications are causing you any problems, call us immediately.

Invoicing and payment

- Payment is expected at time of service.
- We can print out the information you need to apply for insurance reimbursement.

General

- Our confidentiality levels are very high.
- Information systems provide ready access to records if needed for off hours of emergency contacts
- Some hospitalization prevention and outpatient emergencies can be offered.
- Prescription refills start with your call to your pharmacy which will send the request to us.

Our promise to you

- You are a valued member of our small and very personal practice.
- We will clearly explain the nature of your distress, and tailor your care to your needs.
- Your medical records will be held in strict confidence.
- Your values, privacy, and autonomy will be respected.
- Your wellbeing will always be our top priority.

Clinical Intake Practice Information

You can download download intake questionnaires and information about Dr. Roitman's background and education at www.NROITMANMD.COM. Go to <http://goo.gl/zzUMLp> for an interactive map for directions to the office.

Location

I attached maps to and this picture of the building <http://goo.gl/YN3tVo> below. Even though our address is on Paseo del Prado our building D is a block west from that road, so if your GPS points you to Paseo del Prado, wind through the parking lots to the left. Otherwise, ignore the GPS, turn north on Richfield instead, then right on El Camino, and park before the end of the cul-de-sac. Our building is next to the street on the right. From Sahara, we're the last building to the right, north of In-N-Out Burger.

Intake questionnaires

Like most doctors, our office uses questionnaires to help get through the first session. No questionnaire is perfect for everyone, so fill in what you can. This questionnaire organizes your information for rapid retrieval, so please take 20 minutes or so to fill it out, even if you bring reports from other doctors. Email (DoctorRoitman@gmail.com), fax (702-297-6561), or bring it with you. If you'd like, come in early and I can help. If you'd rather be interviewed without the questionnaire, call me and I'll schedule more time.

Reservations

Once you reserve an appointment, it is yours, just as though you bought a nonrefundable airplane or concert ticket. We don't overbook or fill up the reception area for possible cancelations like other doctors sometimes do. A missed diagnostic session wipes out a half day of appointments. If you can't keep your appointment, notify me right away and I'll do my very best to find someone else so you won't be charged. Dr. Roitman is in high demand, often has a waiting list and with enough advanced notice to them to rearrange their schedules, I can usually fill in.

If something comes up at the last minute and you can't make it to the office, to avoid the charge and get your session in, we can call you, Skype, FaceTime, Google Hang Out or even text.

Dr. Roitman is almost never late, but if he is, it's usually only by five or ten minutes. If he is very late or called away, I will let you **know** as soon as I can so you can plan your day and, of course, you would not be invoiced if we cancel. If he can make it (late) and you'd want to wait, we'll buy you a burger at In-N-Out or coffee or a sandwich at the Coffee Pub.

Diagnostics

A diagnostic session with a complete Clinical Intake Packet takes about two hours. During the diagnostics you'll have plenty of time to discuss your matters and review treatment options. The diagnostic session itself can be helpful because it simplifies and consolidates problems into a "short list," putting everything in perspective.

Although you may be in the office up to three hours, the amount of time it takes to complete the examination and properly document takes longer. He has to open a chart, write a full report, register prescriptions (if any), and document your treatment plan, which can take more than an hour. Only rarely would he need another diagnostic session.

Because so much is accomplished in the diagnostic session, the overall amount of time it takes to reverse symptoms, and therefore expense of treatment, can be much less. You won't encounter the practice of multiple diagnostic sessions, weekly visits, unnecessary psychological tests, diagnosis and treatment based on television advertisement or Internet checklists, appointments just for prescription refills, or trial and error prescribing. Dr. Roitman makes it a point to diagnose you accurately from the start, which avoids costly and potentially dangerous experimentation to see what will, or won't help you. Adherence to the core principles of Board Certification in psychiatry and enough time to perform an accurate diagnosis in the first place is the key to timely, positive outcomes.

Treatment and referrals

The diagnostic session is not necessarily the beginning of treatment. Before committing to something as personal as psychiatric treatment it's best to first meet with any doctor to see if his manner and skill-sets are suited to your needs. Trust is important, and you should feel right about it. There is no commitment on your, or his part, before a treatment plan is agreed to. No intervention is started without a thorough informed consent.

Not every practitioner can treat everything, so if you have a problem Dr. Roitman can't help you with, with your permission, he'll contact an appropriate quality provider and send the report from your diagnostic session to him or her. Depending on the nature of your problem, Dr. Roitman would only refer you to a therapist who is particularly skilled in the treatment you need. If you need a counselor who is more parental with heavy confrontation and high accountability, he'd find you someone like that. If genre matters he knows many therapists around the city and would line one up who matches your temperament. If you like, he'll consult with your primary care doctor and provide guidance in medication choices and monitorship. Alternatively, Dr. Roitman can start prescriptions himself, and if everything goes well, your doctor can follow up from that point on.

Before starting treatment, Dr. Roitman will take into account your priorities, expectations, values, sensitivities, history, and family input (if you like). Everything is transparent to you. Dr. Roitman does not use technical jargon and is known for his clear language and simple explanations. Some practitioners use a "one size fits all" approach, which means that all their clients receive only the counseling the practitioner knows. However, the goal of your proper diagnostic session is to review everything and determine the most likely medical or psychological cause of distress, even if it is due to something like hormonal imbalance that Dr. Roitman doesn't treat. As a fully trained and practicing physician, Dr. Roitman could detect problems that need further study by medical sub specialists, physical examinations, lab tests, x-rays or imaging studies, blood tests, personality or psychoeducational tests.

Detecting medication and food interaction is recommended before prescribing, especially with complicated medical and psychiatric medications. When warranted, Dr. Roitman will run a medication check and print out the results for you if you like to discuss them with other providers.

Dr. Roitman is up to date in evidenced based psychiatric care. Your treatment options will be reviewed. If you're inclined, he can discuss alternatives to mainstream medicine such as dietary changes, supplements, medical, hormonal, meditation, acupuncture or movement therapies that you can try instead of, or to complement formal psychiatric care.

Treatment and referrals

Although Dr. Roitman has excellent medical credentials and has been elected a "Top Doctor" in Las Vegas for more than 10 years, most people find him very approachable and sessions with him feel natural, friendly and tailored to their needs. In addition to his physician credentials, he is a meticulously trained and experienced analytic psychotherapist with many years of experience. His expertise means he can integrate psychotherapy with prescribing and doesn't have to refer you for split therapies. This cuts down on the number of office visits and expense for your total care. Some psychotherapies require weekly visits, but many problems can be reversed more quickly. Most often only monthly or quarterly follow-up sessions are necessary, and over time, if everything goes well, many patients are seen annually.

Medication visits are much shorter than the diagnostic session, but long enough so you won't feel rushed or unable to cover the psychological, psychosocial, or medical aspects of your care, such as medication side effects and therapeutic responses. You may be surprised to find that much psychological work can be accomplished with even occasional or "as needed" visits. Not all psychotherapy needs to be once or twice-a-week.

Confidentiality, releases and online services

Your chart only will be released to the parties you authorize. If your diagnostic session and report are being paid by your insurance company, the court, Bureau of Prisons, Department of Family Services, Clark County School District, United States Postal Service or some other third party, your signed release is required before we conduct the examination. This also means the report is essentially owned by the payor and if you wanted a copy you would have to request one from them.

Legal matters may involve a subpoena or court order for records.

The following are standard HIPAA privacy stipulations identical to those you might read in any provider's office, and requires release to persons in case of treatment monitorship, teaching, health and emergency, and governmental requirements.

If this office were ever to become part of an outpatient quality improvement initiative it could use information in your health record to assess the care and outcomes in your case and others like it, which would be aimed at improving quality of care. For example, health information from many patients could be combined to evaluate the need for new services or treatment. We may disclose information to doctors, nurses, and other students for educational purposes. We would remove information that identifies you from this set of health information to protect your privacy.

We may also use and disclose health information to contractors and employees of the practice, who sign confidentiality agreements, to perform their duties related to transcription, editing, billing, appointment reminders, assessing your satisfaction with our services, possible treatment alternatives, health-related benefits or services, conducting training programs or reviewing competence of health care professionals.

Unless specifically directed otherwise we might leave appointment reminders and invoicing information on your answering machine or voice mail.

In case of medical urgencies or emergencies we may communicate health information to providers or others we deem important in making health care decisions for your benefit.

We won't release health information about you to a friend or family member unless we receive specific authorization from you. However, if a friend or family member is involved in your medical care and we received convincing information that there is an emergency, substantial risk to your life and health, and such information is critical, we may release the amount of information necessary to increase your safety and wellbeing.

In case of a disaster relief effort, we could contact family that can be notified about your condition, status and location.

We may communicate to you via newsletters, mail outs or other means regarding security breaches, treatment options, health related information, disease-management programs, wellness programs, or other community based initiatives or activities our facility is participating in.

Protected health information will be sent to facility personnel at health centers providing you treatment, if such requests are deemed critical to the provision of proper, safe and effective treatment.

As required by law, we may also use and disclose health information for the following types of entities, including but not limited to: Food and Drug Administration, Public Health or Legal Authorities charged with preventing or controlling disease, injury or disability, Correctional Institutions, Workers Compensation Agents, Organ and Tissue Donation Organizations, Military Command Authorities, Health Oversight Agencies, Funeral Directors, Coroners and Medical Directors, National Security and Intelligence Agencies, Protective Services for the President and Others. Law Enforcement/Legal Proceedings: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena. State-Specific Requirements: Many states have requirements for reporting including population-based activities relating to improving health or reducing health care costs. Some states have separate privacy laws that may apply additional legal requirements. If the state privacy laws are more stringent than federal privacy laws, the state law preempts the federal law.

Although lengthy, much of this covers very rare events such as risk to self or to others, legal, or law enforcement requirements. Only with your written permission or verbal permission granted in person or by device (verifiable by our documentation) would we disclose any other health information not covered by this notice or the laws that apply. If you give us a release to disclose health information about you, you can reverse that permission, or verbally in person or by device (verifiable by our documentation) or in writing, at any time. If you revoke your permission, we will no longer disclose health information about you for the reasons covered by your written authorization. You understand that we can't take back any disclosures we have already made with your permission, and that we have to, by law, retain our records of the care that we provided to you.

Internal safeguards

We guard your confidentiality using password protected and encrypted services for electronic record storage and transmission. This makes your chart instantly available for the doctor to access your medical health and safety information. In emergencies, relevant portions of your record can be instantly transmitted to an emergency room physician or other authorized provider. The practice uses simple, easily searchable, local and cloud based word processing, spreadsheets and PDF files for its core of medical records systems. As opposed to elaborate, corporate electronic medical records systems which contain huge volumes of patient and billing information, ours is simple, straightforward and adheres to traditional formats that are easily retrievable and searchable.

Faxes can't be digitally intercepted, but there is some question about email metadata (email addressees and subject lines - not the email itself) in cloud transmissions such as the gmail and Dropbox servers we use. We've decided that rapidly accessible, precise, and easily transmittable records far outweighs the extremely small risk of privacy violations with SSL (Secure Sockets Layer)¹ that we employ.

As a consequence of these choices, without having to sign onto another website with password protection, security information disclosure, and their storage problems and security risks, you'll be able to communicate with the doctor using what you normally use with everyone in your life. You can contact us by simple email, texting or phone for appointments,

¹ The greatest assurance of confidentiality is what is recorded in the first place. The doctor is highly selective about what he documents, avoiding names, details of conflicts and overall restricting all personal information that is not necessary for assuring safe and effective treatment. The record might read, "Depressive symptoms and sleep problems continue. Medication adjusted," or "Discussed relationship issues, supported positive coping mechanisms." Only diagnostic and treatment related information is really necessary, while "who" did "what" and "when" should not be recorded. The only vulnerability we detect is name and phone number on the electronic calendar, name and date (metadata) during record transmission into storage, name in the email subject line in intraoffice communications, emails to you or aligned providers, and rarely prescription refills. No content information is vulnerable and is never disclosed without your knowledge and specific approval for each release including insurance requests (except in medical emergencies). Until verified by you we don't accept even a signed form from a company or agency and we don't honor or issue blanket releases that extend into the future. The information is yours, not theirs or ours. This sums up our protocols. A full disclosure of all office procedures to guard your confidentiality is available (Privacy Practices). We can offer the very highest degree of confidentiality if requested.

answers about your medication and all other matters between appointments. We send you links to pertinent resources, get prescribing instructions written down, interaction and risk information, resources, referrals, new prescriptions or other information you request. You can use your email and device directly with the same degree of security you accept in the rest of your life.

Refills

Your pharmacy faxes refill requests in a simple format. When you have about a week's worth left, call them, talk to them or enter the prescription number on the phone pad when prompted. We will review their faxed request and refill when indicated. Straightforward refills, preauthorizations, and short forms are standard office procedures. However, long forms, letters, repeated calls for authorizations, and/or complicated or urgent refill requests will be invoiced.

Follow up appointments

If medication is prescribed your follow-up appointment will be in a month. If your situation becomes very difficult or if you prefer frequent sessions, more time can be scheduled, but monthly then quarterly appointments are the rule. Much work is accomplished in follow-up sessions. Between them and ready access to the doctor, there is plenty of attention to assure your safety, comfort and treatment accuracy. You won't need to see Dr. Roitman just to go over prescribing routines, symptom checklists, side effects or renew prescriptions which can be done by email, text or calls. There is no practical reason for weekly medication² visits since the diagnostic session was comprehensive, your chart is always available and there are other ways to get in touch with him and the office.

It takes a month to determine if most medications are effective so visits before then are not useful. By asking Dr. Roitman to be your doctor, you've become part of his small private practice, similar to a concierge practice with a limited number of patients and enough time to conduct medical services in a more personal manner. It takes a few days to detect most side effects and if there are, don't wait for your appointment. Contact us right away.

Once you are registered as our patient and a chart is opened, you are our top priority. Although Dr. Roitman does not go to hospitals, he can help with outpatient emergencies, hospitalization prevention, involve your family when necessary, prepare reports to employers, attorneys, schools, attend conferences, and work with disability or insurance companies on your behalf. Only tasks that require a greater amount of time and professional attention will be invoiced.

Invoicing and payment

Our practice is a very small and very private. We have only one staff person, me! Payment is collected at time of service. You still could use your insurance because I'll give you the invoice formatted with the procedure and diagnostic code so you can apply for reimbursement.

Overall our office does things a little differently than larger medical practices, all conscientiously designed with your health and comfort in mind. The extended clinical diagnostic session with detailed questionnaires, ready accessibility, documentation and electronic record storage, practice use of online services and strategic follow-up sessions make your treatment individualized and efficient. We will not waste your time with unnecessary travel, waiting, or routines.

We promise to treat you as the individual you are, respect your values and situation and will do our best to help bring a positive resolve to your conflicts and distress. We realize that you, the person, are not "the problem." Your distress is the problem that we'll do our part to help. We will not make you feel worse for your efforts. We'll strive to make your time here to be about you and you alone. We will give you the attention and respect that you deserve. Your wellbeing is our concern. Call me if you have any questions. Welcome to our practice!

Sincerely,



Vanessa Heath

Practice Assistant for Norton A. Roitman, MD

702.222.1812 phone

702-297-6561 facsimile

DoctorRoitman@gmail.com

² Doctors who take insurance assignments often have to take deep discounts, employ more staff, make overlapping appointments to cover for cancellations, and treat a very large number of patients. They often see their patients weekly just to keep up and don't have enough time to field calls or communications outside their hours.



Norton A. Roitman, MD
2340 Paseo del Prado D 307
Las Vegas, Nevada 89102

