

Welcome

On behalf of our entire team, I welcome you to ThedaCare Behavioral Health and to the Department of Psychiatry. It is good to meet you and the people in your circle of support. We will provide you with up-to-date care and provide as comfortable an experience as possible.

At ThedaCare, our psychiatric providers are physicians and advanced practice clinicians (APNPs) who specialize in the diagnosis and treatment of psychiatric (behavioral or mental) conditions. We think holistically and prescribe medication when needed. We are part of your overall care team, which may include your primary care provider, mental health therapists, and other specialists.

We believe in caring for you as a whole person, not simply treating your symptoms. You will also discover:

- We operate as a tightly-knit team and different people might assist you at different times depending on the situation.
- We are here when and where you need us. You have more options than ever before to access your psychiatry appointments, from in-person to virtual visits.
- You can feel confident in our long-term commitment to you. If you transition back to your primary care provider for medication management, you and your provider can request psychiatry support at any time, and we will be happy to help you once again.

Most importantly, when you have questions, please ask them. As concerns arise, tell us what's on your mind. We have chosen the vocation of psychiatry as more than a career—it's our calling. It is our honor to care for you.

Sincerely,

Michael Panzer, MD
Medical Director, ThedaCare Psychiatry



THEDACARE PSYCHIATRY PROVIDERS



Michael Panzer, MD



John Beld, MD



Yong Li, MD



Matthew Bayer, MD



Brian Mendenhall, DO



Kari Malwitz, MD



Jessica Schnell, APNP



Allyson Darga, MD



George Manatt, MD



Kimberly Hoenecke, DO



Paul Burney, MD



Ahmed Javed, MD

Working Well Together

UPON YOUR REFERRAL TO THEDACARE PSYCHIATRY

Most of our patients come to us through a referral from their primary care provider. When we receive a message from your provider, our staff will contact you to set your first appointment and gather important information about you, including the symptoms you are experiencing.



HOW TO SCHEDULE AND ATTEND YOUR APPOINTMENTS

- Call **920.720.2300** to schedule or change an appointment.
- Please arrive at least 10 minutes prior to your appointment to complete your check-in. You can also complete your eCheck-in via your MyThedaCare account before you arrive.
- If you need to cancel your appointment, please call 920.720.2300 as soon as possible, and at least 24 hours before your scheduled appointment.
- All video (virtual) visits take place through your MyThedaCare account, which is your confidential online health care portal. Therefore, you will need to set up a MyThedaCare account to attend your video visits with us. Before you start a video call, please find a comfortable, quiet place with good lighting and a strong internet connection.

WE COLLABORATE WITH YOUR PRIMARY CARE PROVIDER

Primary care providers often refer their patients to us because we help decide whether medications are appropriate for the symptoms a person is experiencing. If so, we carefully consider the person's other medications and health conditions before making our recommendations.

Once a person starts to feel better and more stable, we may return you to the care of your primary care provider. He or she will be able to view all of your new prescriptions in your electronic medical record. You and your provider will also be invited to contact us again if any new concerns arise. This process is helpful because:

- Once you begin to feel better mentally and emotionally, you may be able to address other health care concerns with your primary care provider more effectively.
- We are in constant contact with our primary care colleagues via your electronic medical record, phone calls, and in our clinics. We can quickly respond if you need to see your psychiatry provider again to explore a new diagnosis or adjust your prescriptions.
- We truly enjoy working with primary care providers. Working as a team, we can provide more quality psychiatric care to people in our communities.

WHAT IS THE ROLE OF A TRIAGE NURSE AT THEDACARE BEHAVIORAL HEALTH?

If you are a current patient (which means you have already seen one of our psychiatry providers) and experiencing significant medication side effects, or need to get a message to your ThedaCare psychiatry provider before your next appointment, call our Nurse Triage Line at 920.720.3831.

- You will speak to trained nurse specialists who are in constant contact with our physicians and advanced practice clinicians.
- Their job is to respond to the most serious patient issues first. Therefore, you may need to leave a message and wait for a return call. Please do not make repeat calls.
- Our triage nurses will relay your concerns to your provider in a timely manner and call you back with an answer, idea, or decision.
- Please remember to speak kindly and patiently with our staff. We understand you need our support. We are ready and willing to help.
- After hours, our Nurse Triage Line is staffed by registered nurses at ThedaCare on Call. When you dial 920.730.3831 at any time of day or night, you will connect with someone who can help you.



PSYCHIATRY IS PART OF THEDACARE BEHAVIORAL HEALTH

Our psychiatric providers are physicians and advanced practice clinicians who specialize in the diagnosis and treatment of psychiatric conditions through medication support. We prescribe medicines, when appropriate, to help improve our patients' mental health and well-being. We are one part of the larger ThedaCare Behavioral Health, a full spectrum of mental health and substance abuse treatment services here in the communities we serve. When a person needs additional mental health services, we can also connect him or her to ThedaCare's specialists in:

- Mental Health Therapy
- Substance Use Disorder Treatment
- Psychology
- Neuropsychology
- Mental Health Day Treatment
- Inpatient Mental Health Care
- Children's Behavioral Health

TO SCHEDULE AN APPOINTMENT WITH THEDACARE BEHAVIORAL HEALTH, CALL 920.720.2300.



THEDACARE PSYCHIATRY LOCATIONS

We have psychiatry providers at the following locations, including some primary care providers with special interest and training in psychiatry. Together, we form a close-knit team to give you the care you need and deserve.



ThedaCare Medical Center – Berlin
 225 Memorial Drive | Berlin, WI 54923
 Hours: Open 24 hours
 Phone: 920.361.1313



ThedaCare Behavioral Health-Menasha
 1095 Midway Road | Menasha, WI 54952
 Hours: Mon.-Fri. 7:30am-7pm
 Phone: 920.720.2300



ThedaCare Medical Center-New London
 1405 South Mill Street | New London WI 54961
 Hours: Open 24 hours
 Phone: 920.531.2000



ThedaCare Physicians-Oshkosh
 600 North Westhaven Drive | Oshkosh WI 54904
 Hours: Mon. 7am-7pm Tues.-Thurs. 7am-6pm Fri. 7am-5pm
 Phone: 920.237.5000



ThedaCare Medical Center-Shawano
 100 County Road B | Shawano WI 54166
 Hours: Open 24 hours
 Phone: 715.526.2111



ThedaCare Medical Center-Waupaca
 902 Riverside Drive | Waupaca, WI 54981
 Hours: Open 24 hours
 Phone: 715.258.1000

NEED HELP NOW?

Immediate help is available. If you are struggling with thoughts of suicide, worried about a friend or loved one, or need emotional support, you can call:

- National Suicide Prevention Lifeline: 1-800-273-8255 (1-800-273-TALK) 24/7 Online Chat
- National Hopeline Network: 1-800-784-2433 (1-800-SUICIDE) Text "HOPELINE" to 741741
- Veteran's Crisis Line: 800-273-8255 (Press 1)
- LGBTQ+ Crisis Line: 866-488-7386
- Calumet County Crisis Line: 920-849-1400 (day) or 920-849-9317 or 920-832-4646 (after hours)
- Fond du Lac County Crisis Line: 920-929-3535
- Green Lake County Crisis Line: 920-294-4070 (day)
- Marquette County Crisis Line: 888-552-6642
- Outagamie County Crisis Line: 920-832-4646
- Shawano County Crisis Line: 715-526-3240
- Waupaca County Crisis Line: 800-719-4418
- Waushara County Crisis Line: 920-787-6618 (day) or 920-787-3321 (after 4:30)
- Winnebago County Crisis Line: 920-722-7707 (northern half of county, incl. Neenah/Menasha) or 920-233-7707 (southern half of county, incl. Oshkosh)

TO SCHEDULE AN APPOINTMENT WITH THEDACARE BEHAVIORAL HEALTH, CALL 920.720.2300.