

ALLERGY

AND ASTHMA ASSOCIATES

PEDIATRIC & ADULT ALLERGY, CLINICAL IMMUNOLOGY

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Our Office Policy

Welcome to our practice and thank you for choosing us as your health care provider. Our entire staff is committed to provide you with complete, comprehensive, high quality health care.

We look forward to meeting you on _____. At: _____

If you are taking any medications containing antihistamines, you will need to temporarily discontinue their use (most for 24 to 72 hours) prior to your appointment since Antihistamines may alter skin test results. **Attached is a list of all Antihistamines and how long before your appointment they have to be stopped, please keep this list for future reference.** You do not need to stop any Asthma medications. For any other medications, do not stop them, **but please check with our office staff first if you are on blood pressure medicines called beta-blockers (see attached list).**

At your first appointment please provide your insurance card and a photo ID. If you have an HMO plan, bring the referral form with you, if it has not been sent directly to us by your primary care physician.

Please refrain from wearing fragrances into our office.

APPOINTMENTS: Patients who are ill can usually be seen the same day, but please call prior to coming to the office. The only exceptions are emergency situations such as a severe Asthma attack or allergic reactions. Failure to cancel an appointment may result in a missed appointment charge. No appointment is necessary to receive an allergy shot.

PRESCRIPTIONS: Have your pharmacist send the refill request. We will not refill routine prescriptions during non-office hours. Patients must be seen at least every 12 months to obtain prescription refills (6 months for Asthma patients). For new prescriptions, the physician needs to be contacted first.

TELEPHONE CALLS: Physicians will return your call as soon as possible, which may be at the end of the day. To reach us after hours for emergencies, call the office number to be connected to our answering service.

BILLING: All co-pays are due at the time of service. It is your responsibility to ensure we have your current coverage on file along with a valid referral if you have an HMO plan. Asthma and allergy tests are billed separately from your office visit; some policies cover your office visit and put the tests to your deductible. Please call your insurance company with any questions about your policy coverage.