

ALLERGY & ASTHMA SPECIALTY CARE OFFICE POLICIES

We are happy you have chosen us to provide your allergy and asthma care. The following is a list of our office policies. Please read the following information carefully. Once you have read and understand the information, please sign and date the form. Our office will provide you a copy for your records.

Appointments and Office Hours

Our front office will assist you with scheduling an appointment for any one of our clinic locations. If you need to cancel or reschedule an appointment, we ask that you please call our office as soon as possible, and we will be happy to schedule another appointment for you.

Allen Office Hours

Monday 8:00 am – 5:00 pm; last injection will be given at 4:30 pm
Wednesday 10:00 am – 7:00 pm; last injection will be given at 6:30 pm
Friday 8:00 am – 12:00 pm; last injection will be given at 11:30 am

Dallas Office Hours

Monday 8:00 am – 5:00 pm; last injection will be given at 4:30 pm
Tuesday 8:00 am – 5:00 pm; last injection will be given at 4:30 pm
Thursday 8:00 am – 5:00 pm; last injection will be given at 4:30 pm
Friday 1:00 pm – 5:00 pm; last injection will be given at 4:30 pm

Saturday 8:30 am – 12:00 pm; last injection will be given at 11:30 am
*(Twice monthly only)

Sherman Office Hours

Tuesday 1:00 pm – 5:00 pm; last injection will be given at 4:30 pm

Injection Appointments

We do not require that you schedule an appointment for your allergy injection(s). However, we do ask that all patients receiving allergy injections wait in the waiting room at 30 minutes following each injection.

Late/Missed Appointments

If you are going to be more than 15 minutes late, please call our office so we can reschedule your appointment for a more convenient time if necessary. Please respect this policy as our physicians strive to see all of our patients in a timely manner.

If you miss an appointment, an opportunity has been lost for another patient to be seen in the time that was set aside for you. As a courtesy to everyone, please cancel your appointment 24 hours prior to your scheduled appointment.

Saturday Appointments / Clinic

Our office is open two (2) Saturday mornings a month in our Dallas location only. The Saturday schedule will be posted in our office and can be found on our website at www.allergydallas.com. Our Saturday clinic is primarily for sick patient appointments and for allergy injections.

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Insurance / Payments

As a courtesy, our office will bill the patient's primary and secondary insurances. We do ask that all co-pays, co-insurance, deductibles and balances be paid at the time of service. Please notify our office with any insurance changes. If not notified, you will be responsible for any necessary fees.

Medical Records

As we are dedicated to keeping your medical records confidential, we require you to sign a written authorization for release of medical records. Once we have received the signed authorization, our office staff will gladly give you a copy of your medical records or will send to the requesting physician.

Medication Refills

We will be happy to fax or mail in your prescription refills for you. We ask that you give our office 24-48 hours to complete prescription refills. For patients using a mail order refill program and require a faxed prescription, we ask that you print out the required forms and give to our office staff to complete. As a patient of Allergy and Asthma Specialty Care, your treatment plan usually entails scheduled follow-up visits. If you are noncompliant with follow-up appointments, we can not authorize medication refills.

On Call Physician / After Hours

We have a physician on-call 7 days a week for emergency calls only. If you have a routine question, please call during office hours. You can reach our physician on call by calling our office and following the prompts to have the physician paged.

Referrals

If your insurance plan requires a referral from your Primary Care Physician (PCP), it is the patient's responsibility to obtain this before your visit. Your insurance company will not pay for the office visit without this referral and payment will be the patient's responsibility. If our office does not have your referral or you do not bring the referral to your visit, you will be asked to reschedule your appointment. Treatment rendered by our office without the required referral will serve as your consent for treatments not covered by insurance, and will be payable by you. Otherwise, you can reschedule your appointment until you can obtain the referral.

Treatment of Minor Patients

Underage patients will not be treated without a parent or designated guardian present. If you need to designate a guardian to bring your child to our office, you will need to sign the "Treatment of a Minor" form. You may get this form by requesting it at the front desk.

I have read and understand the office policies for Allergy and Asthma Specialty Care. If you have any questions about our policies, please speak with our Practice Administrator.

Signature of Patient / Parent / Guardian

Date

Printed Name of Patient