

What to expect when we return to regular business

If you started an immunotherapy program during our modified process for COVID-19, we want you to be prepared for when processes return to “normal.” It is possible that we will need to modify our process multiple times between now (May 2020) and whenever we can return to “business as usual.” The best resource will be our Facebook Page and website. Please be sure to check back frequently or ask when you are here for an injection.

Sign Consent – during our modified process, you were instructed to review the consent form on our website, and then a nurse signed an acknowledgment of verbal consent for you on our iPad indicating that you consented to starting an immunotherapy program. We will have you update this consent with your signature when that makes sense.

Photo ID – We prefer to have two methods of identification to verify when you get an injection; this includes a photograph. This is a second verification method for the staff administering your injection. The front desk staff will take your photo when this portion of the process is restored.

Swipe Card – Once patients are coming into the building on their own for injections, you will be issued a swipe card. This is how you will sign in for your injection. The swipe-in station is the first station upon entering the front door upstairs. When you swipe in, you will get confirmation on the screen and it will tell you how many patients are currently waiting for an injection.

Waiting Room – It is hard for us to know when/how waiting areas will be re-opened. It is our goal to safely monitor patients for the mandatory 30-minute waiting period after every injection. If we no longer have staff circulating in the parking lot, it is not safe for you wait in your vehicle. There are multiple waiting rooms in our office – the primary waiting room being upstairs between the entrance and the injection room (this includes two attached spaces – a children’s waiting area that previously housed books and toys, and a laptop lounge – for a quieter waiting space). There is additional waiting space downstairs that may need to be utilized depending on the volume of patients waiting after injections and the recommended social distancing space at the time. Injection room staff will be able to provide you guidance if the posted signage does not make sense.

Ice – We previously offered wrapped reusable ice packs to patients to use during their wait period to help prevent and treat localized reactions to allergy injections. We do not know if/when this benefit will be available to patients. If we resume making this available, clean and ready-to-use ice packs will be in the small freezer in the main waiting room. You are always welcome to bring ice packs from home to use.

We appreciate your patience as we all navigate this ever-changing time in healthcare. We are here for you. If you have questions, please do not hesitate to ask.