

Scheduling:

When you schedule your appointment, our scheduling team will review the intended purpose of your appointment, collect demographic information, review basics of testing, discuss what medications you may need to stop and when to do so, and review paperwork to complete and bring to the appointment.

Minor children are allowed only one adult with them for the appointment.

You will also have a call from a scheduler one week prior to the appointment to confirm some additional information. You MUST complete this confirmation call, or your appointment will need to be rescheduled.

Patient Accounts:

Our Patient Accounts department will contact you to review your insurance benefits and anticipated investment for personalized care. Please be sure to answer their calls to be prepared for your appointment.

During confirmation call, the following will be discussed:

Confirmation that you stopped taking any medications, if needed. Confirmation that you have paperwork and have completed it. We will not be able to honor your appointment if you arrive without completed paperwork.

When you arrive, please enter at the lower level (second entrance), and park in the designated area. (Please reference map). Be aware that we are administering allergy injections on the upper level and there is one-way traffic for injection patients (they enter at the first entrance and exit at the lower level). Once parked, please call the phone number on the banner near the parking area. You will be asked the following screening questions:

Are you healthy today? Have you had a fever, cough, or shortness of breath in the last 2 weeks? Do you have a mask with you today (the office will not be provided face coverings)? Is your paperwork complete?

After successful screening, please put on your mask. Patient/parent/guardian must wear a mask in public areas of the office, and when staff are with them in the private patient room. Prepare to enter the building with only the items that you essentially need. (leave overcoats, etc. in your vehicle – the goal is to reduce the number of items that have contact with the office) Please bring your completed paperwork with you. We will not be able to honor your appointment without completed paperwork.

A nurse will come to the parking lot to screen your/your child's temperature with a touchless thermometer. If you do not have a fever, the nurse will direct you to enter the building to check-in with our front desk staff. You will be contacted by our office to complete as much of the check-in process as possible prior to your arrival.

You will then be guided by the nurse to a private room and the physician will join to review paperwork, clinical history, and discuss a plan for testing (if indicated).

The provider will create a plan to address appropriate testing. There are up to 3 levels of testing that can be performed. The first level of testing requires the patient to lie down and be still for 10 minutes. Children must be able to hold still with the assistance of a single parent/guardian for this process. If unable to be still, testing may need to be deferred. The next two levels of testing require placement of allergen just under the surface of the skin (similar to a TB test). The nurse and provider will review with you if these levels of testing are indicated after clinical review of your symptoms and history.

Education will be provided by staff and our video library. Handouts will be provided also for reference.

At conclusion of appointment, patient/parent/guardian will do a phone "check-out" process with our Patient Accounts team. Our central scheduling team will contact you later to schedule recommended future appointments.