

Welcome To Our Practice

Board Certified Providers:

Allergy, Asthma & Immunology

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Welcome: We are pleased that you have chosen our practice to help you with your allergy care. Our focus is to provide our patients with quality, comprehensive, skilled medical services. The information that follows is designed to answer the most frequently asked questions. We hope this will allow you to participate in the decisions regarding your care.

Kentuckiana Allergy shall provide services to everyone in a non-discriminatory manner without regard to race, ethnic or national origin, color, sex, age, marital status, sexual preference, religion, physical or mental health status, or disability, source of payment, or status as approved insured, or participant in publicly financed or other programs.

Our Practice: We are devoted to helping patients suffering from allergic problems, asthma, or immunologic abnormalities. Once you have chosen a physician in our practice, you will be directed to the same physician for future care. However, all associates work as a team. Should you develop a problem during your physician's absence, we will have the physician/nurse practitioner on site address the situation.

Telephone: All patients are encouraged to call during office hours with any questions relating to allergy problems. *Our telephones are answered by office personnel from 8:30 am to 4:30 pm Monday through Friday.*

Our receptionists are trained to assist you. Some times your call will be redirected to the triage nurse, who will assist you with appropriate medical care. The physicians are unable to be interrupted from patient examinations for non-emergency telephone calls. If your call is of a non-emergency nature, we may take your number and return your call. Please have your pharmacy's telephone number ready. *Should you need a refill of a prescription, ask your pharmacist to call or fax for approval during our regular office hours.*

After Hours: For life-threatening situations, call Emergency Medical Services at 911.

If we are closed and you have a situation which is urgent and cannot wait until the next business day, the physician on-call will return your call as soon as possible.

Antibiotics, Prednisone and narcotic cough medicines will NOT be prescribed/refilled over the phone after hours.

Prescription refills are filled during our office hours Monday through Friday, 8:30 am to 4:30 pm.

Appointments: Patients are seen by appointment. All of our physicians see patients at our various office locations. If a certain day is not available for your physician, you may request an appointment at another location, or ask to see our nurse practitioner.

We try to adhere closely to our scheduled office appointments, although emergency situations and unanticipated delays may cause us to get behind schedule from time to time.

When you make an appointment for **allergy testing**, please allow **2-4 hours** in your schedule. *We suggest that you contact our office to confirm the hours of operation during inclement weather.*

Work-Ins: When you need to see a physician on short notice, you will be referred back to your primary care physician. If your primary care physician is unable to see you, we will make every effort for you to be seen by your physician here or our nurse practitioner. *Our intention is not to take the place of, nor to become your primary care provider.* Your care will still be guided by your referring physician in conjunction with one of our allergists, ultimately providing you with the complete treatment options.

Follow-Up Visits: It is very important in the care of allergy patients for you to have regular follow-up visits. We usually like to follow-up on our patient's progress in 3-6 months. This visit may be scheduled with our nurse practitioner. This is a short visit that does not require a lot of time or further testing. It is to evaluate how you are doing and to make appropriate changes that may be needed in your treatment. After your initial recheck appointment, our physicians ask that you schedule yearly check-ups unless there is a problem and you need to be seen sooner.

Patients with Asthma on inhaled steroids may need to be seen every 3-6 months.

Re-testing: Re-testing may be needed in adults about every 5 years to keep their allergy extract up to date. In children, we may need to re-test more frequently, as their allergies change more rapidly while they grow and they are exposed to new things in the environment.

Cancelling or Re-scheduling: *We ask that you give us 48 hours notice to cancel your appointment.* This allows us to adequately assure time availability for other patients waiting to be seen, since up to 3 hours have been allotted for your appointment.

Insurance/Referrals: See enclosed financial policies.

Concerns: Our goal is to provide you with outstanding patient care. Our Practice Administrator is available to address your needs. We will use your feedback to improve our patient's quality of care.

We believe that close communication with our patients is very important for good medical relationships.

We hope that our professional relationship will be beneficial and pleasant. Let us know if the services of our physician or staff can be improved in any way. We look forward to serving you.