

COMPREHENSIVE ALLERGY & ASTHMA CARE CENTER, LLC.
PATIENT POLICY

Dear Patient,

Welcome to Comprehensive Allergy & Asthma Care Center. Thank you for choosing our practice for your Asthma and Allergy care. We ask that you read this policy letter as it provides basic information about our practice.

- Office hours are 9:30 – 5:30 Tuesdays, Wednesdays, and Thursdays.
- Answering service answers all calls outside of office hours. Emergency phone calls will be returned promptly. Routine calls will be returned at the physician's convenience.
- If you are unable to keep your appointment, please call our office 24 hours in advance. No-show or missed appointments will be charged \$50.00. If you are more than 15 minutes late, you may be asked to reschedule. This will allow us to be of service to other patients.
- Appointment reminders will be left on the telephone number that is provided at the time your appointment is scheduled. If you or your child is being tested we will leave a reminder regarding antihistamines.
- Our allergy patients are seen by appointment. If you are a new patient, please arrive 30 minutes early to complete the necessary registration information.
- Remember to bring your insurance card with you to each visit and notify us of any changes in your address, phone number, and/or insurance. In order to assist the doctor, we request that you bring all medications (over-the-counter and prescription) to each visit.
- If you are sick and need to be seen quickly, we will do our best to schedule a same-day appointment.
- If you are in need of a prescription refill please notify the Doctor during your visit. Otherwise to request a prescription refill, have your pharmacy contact us. Our office will respond to pharmacy requests within 48 hours of receiving request.
- Contact us with any questions concerning your condition, treatment or medications.
- All co-pays are due prior to seeing the doctor. Payments for other services are expected at the time of service unless prior arrangements have been made. If you have any questions, contact our billing office. We will gladly provide you with a paid receipt with everything required by your insurance plan.
- Most managed care plans require a referral from your primary care physician before making an appointment with a specialty care provider. It is your responsibility to obtain a referral from your primary care physician if your insurance requires one.
- Depending on what you are being tested to, Allergy testing can require up to 2 hours.
- Consultations **do not** include allergy testing.
- Minors under the age of 18 will not be treated without written parental authorization. NO EXCEPTIONS.