

COVID-19 Update from AA&I

4/27/2020

--Please wear a mask--

We continue to adjust our protocols in order to protect our patients and staff from the community spread of COVID-19. In accordance with the Maricopa County Department of Public Health, we are taking the following actions---

**** Anyone entering our office (regardless of symptoms) is expected to wear a mask or face covering. Bandannas or handmade masks are acceptable. This includes patients that are receiving allergy injections or those being seen for an appointment. All staff members will consistently wear facial masks as well. This will help to protect against asymptomatic or pre-symptomatic transmission of the virus.**

****Upon entering our office, we ask that each patient stop near the front door (at the designated sign) and a staff member will check your temperature with a non-contact thermometer. Anyone with a fever will not be given an allergy injection. If you had an appointment, you will be asked to schedule a telehealth virtual visit.**

****We continue to actively screen our patients asking that *no one* enter our facility if they have had exposure to someone diagnosed with COVID-19 or have any new onset cough or fever.**

We appreciate everyone's cooperation & flexibility as we do our part to slow the spread of COVID-19. Social distancing in the office has worked well as have telehealth appointments, which continue to be encouraged. We stay committed to following the guidance of the World Health Organization, Centers for Disease Control as well as the public health officials who are closely tracking data specific to Arizona. Please call the office with any questions.

Coronavirus Update:

Your health and safety have always been our top priority at Allergy Asthma & Immunology Associates. As we face the global spread of the Coronavirus, we want you to know we are even more committed to meeting your needs and protecting your health. We've implemented additional screening protocols for patients and staff and we're doing everything possible to assure a clean, disinfected clinic. We value our patients and remain dedicated to taking care of you the best way we can while we get through this challenging time.

Office Hours:

Allergy Asthma & Immunology Associates is open during normal hours for appointments and allergy Injections as we are deemed an essential business and therefore are exempt from the Stay at Home executive order. AAI is accepting Telemedicine appointments preferentially and if desired in-person appointments.

Telemedicine Appointments:

At Allergy Asthma & Immunology Associates, we are just a phone call away. We understand that for some patients being able to remain at home is imperative. If you prefer to stay home, we completely understand and are offering telemedicine appointments through a secure HIPPA compliant app. Simply call our telemedicine appointment line at **480-949-7377** if you would like to schedule a telehealth appointment. Your insurance will be billed like a regular appointment, so you do not have to worry about extra costs.

Allergy Injections:

We are proceeding with our regular allergy injection hours at this time, but this may be subject to change.

We are following social distancing guidelines in our Injection/Reception areas. Please maintain a distance of more than 6 feet from all other patients and staff.

We request that you please come alone for your shots, if you need to bring a family member please cap this at 1 member (child with parent/guardian).

Injection patients may wait outside on the benches instead of in the waiting room at the north and south Scottsdale locations.

Fasenra, Xolair, and Nucala injections being given in our offices, will continue.

Clinic Safety:

We are disinfecting surfaces multiple times per day with hospital grade disinfectants as well as performing good hand hygiene. Your care team may be wearing masks to help prevent transmission (not because they are sick). Hand sanitizer is located at the reception desk and throughout the clinic for patients and family members to use. We have removed reading materials from our reception areas and exam rooms in an effort to follow transmission guidelines.

We also request no more than 1 other family member come to any appointment.

In order to keep everyone safe, if you suspect you have been exposed to Coronavirus or if you are experiencing similar symptoms (fever over 100.4, cough, shortness of breath) we ask that you stay home and contact our clinic to reschedule your appointment for a later date or schedule a telemedicine appointment.

Thank you for your understanding as we operate differently to provide the safest possible environment for you and your family.

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