



NORTH TEXAS ALLERGY & ASTHMA ASSOCIATES

Locations throughout Dallas – Specializing in personalized care since 1927

Main: (214) 369-1901 ~ Fax: (214) 369-1905

Web: www.texasallergy.com

E-mail: general@texasallergyonline.com

Portal: portal.texasallergyonline.com

Welcome Packet

Thank you for choosing our center for your medical care and we hope that you will find your visit to be informative. We take pride in our services and try to ensure that every visit here is professional and efficient.

Our staff at North Texas Allergy & Asthma Associates excels at providing you and your family with personalized and excellent health care. Our emphasis involves intertwining education, medication and proven medical modalities to take care of your medical disorder. We specialize in the treatment of nasal & food allergies, drug issues, asthma, eye allergy, sinus disease, immune issues and allergic skin disorders.

Did you know that we participate in health fairs and seminars in the Dallas area every year at schools, civic centers and other facilities throughout North Texas to increase the awareness of allergies and asthma in the community? If you think of a place that could benefit from an asthma screening, please let us know. We also partner with “Camp Broncho”, a summer camp for children ages 7-12 that have moderate to severe asthma.

As always, if you have any co-workers, friends, and/or family members with allergies or asthma we would love to help them feel their best. If you have any other questions we would be happy to answer them and look forward to assisting you with your medical care. Thank you!

Sincerely,

The Physicians & Staff at North Texas Allergy & Asthma Associates

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NORTH TEXAS ALLERGY & ASTHMA ASSOCIATES

WELCOME! Welcome to North Texas Allergy & Asthma Associates! We are pleased that you have chosen us to be your partner in your healthcare and are confident that you have made the right decision. Your initial visit to our office involves a comprehensive evaluation focused on your major health concern. After evaluation, we may perform additional diagnostic tests which may include: allergy skin testing, patch testing, rhinoscopy (looking inside your nose with a fiber optic camera), laboratory tests, punch biopsy, spirometry, etc. to come to a diagnosis. Every effort will be made to explain the tentative diagnosis and plan during this initial visit. Most of the time, the information available at follow up visits is necessary to make the diagnosis and establish a treatment plan. Please ask questions about things you do not understand, and many people find it helpful to bring a written list of medical questions to their visit. Also, because of the nature of our practice and location, no firearms are allowed on premise and only certified service animals are allowed. Thank you for your cooperation.

Appointments and Urgent Care Visits: Appointments are scheduled by calling our office, making appointments after your visit, and/or online through the patient portal/website. We prefer that future appointments are made after your first visit in office at the requested time by the physician. For all new patients we request that you arrive at the office at **least twenty minutes** prior to your first appointment so that new patient registration forms may be completed, and your appointment can be expedited. You should receive a reminder text message, e-mail or call from our automated system 24 to 72 hours prior to your appointment, and we ask that we receive a confirmation of your plan to keep your appointment. If the scheduled appointment cannot be kept, please let us know at least 24 hours in advance so that another patient waiting for an appointment can be seen. Repeated missed appointments may result in charges.

If there is a problem between appointments, please call and we will decide together if the problem can be handled by telephone or if we need to see you in the office. **But please note that we are not an urgent care center.** We will do our best to accommodate you when you are not feeling well but for emergencies we ask that you seek out the appropriate center.

Office Hours: Visit our website (www.texasallergy.com) for office and shot room hours. For your convenience, we offer early morning and late afternoon hours on select days. If you are placed on injections, we even administer injections during the lunch hour.

Insurance Information: For all new patients, please provide us with your insurance information so that we can determine your benefits prior to your visit. We contract with many insurance companies through Southwest Physician Associates (SPA) and we are also Medicare and Tricare approved providers. For specific plan enrollment and benefits please check with our office. For those without insurance, we try our best to make health care affordable and thus offer non-insured discounts. Infrequently, some patients do prefer to file their own claims. If you would like to do so, please call our billing department for details, however, your visit must be paid in full with us at the time services are rendered. As always, if you have questions about your insurance benefits for the treatments provided, please discuss them with our insurance department, as well as, your insurance provider. Because it is our goal to assist you in achieving clear and accurate information with your insurance carrier, we ask that you review your benefits prior to your appointment. If there are any questions about the fees or services, please contact our office. If at any time your insurance benefits change, please provide the updated information to our billing department.

Past Due Accounts: If your account becomes past due and you are having financial difficulty, please contact the office regarding your account so that satisfactory arrangements can be made. We understand the complexities of medical care reimbursements, but timely payment ensures that our center can operate efficiently. Please refer to our insurance information (on the Registration Form) for more information regarding past due accounts.

Telephone Calls: The telephone is answered 24 hours a day either directly or with the aid of voice mail. Non-emergent issues should be during regular office hours to 214-369-1901 (Dallas), 214-369-1907 (Downtown) or 972-596-4383 (Plano). **If you have an emergency, please call 911 and seek care at an emergency room. For urgent medical problem outside of normal business hours, please call us at 214-369-1901 and follow the prompts.** If you do not hear back from us, there has been an error and thus please call back.

Prescriptions and Refills: All medications, including refills are prescribed based on your current condition. Please call your pharmacy first to check for any refills and if none, please have your pharmacy request a refill to our office. To handle prescriptions refills in a timely manner we recommend that you request a refill when you have at least two weeks of medication still available. Follow up appointments are scheduled so that we may monitor your condition and adjust the medicines accordingly. If the last appointment was not kept, refills for a limited period will be given to allow time for a follow up appointment. If you have not been seen in our center for a year, a follow-up appointment will be requested before the refill can be made. Please be sure to provide us with your pharmacy's phone number and update us promptly if this information changes.

Laboratory or Imaging Test Results: Laboratory and imaging test results may return at different times (some lab results may take over a week) and all results will be discussed with you once we receive the results. As each laboratory does their own billing, you should confirm any questions regarding costs with the lab and your insurance provider before your blood or other specimens are taken.

Mail Server: We have an established e-mail account to handle non-emergent messages. Please do not leave **urgent** messages or medical information on the e-mail account because messages are not encrypted or HIPAA compliant and will be answered as soon as possible (typically within 2 business days). Our e-mail account is: general@texasallergyonline.com

Web Portal: Access to the web portal can be found via our website, where you can also find other useful information. The Patient Portal is designed to improve physician & patient communication and is a place where you may access your medical records. The patient portal is not designed to replace the face-to-face encounters, but rather, to supplement those encounters. Once you are registered as a patient and have provided us with your secure email, you will be assigned a username and password.