

Allergy & Immunology, P.L.C.'s
Asthma & Allergy Center

Specializing in the treatment of Allergic, Asthmatic & Sinus Disease

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Welcome! We would like to thank you for choosing our practice to tend your allergy problems.

We are providing this brochure regarding our office policies and procedures with the hope that this information will put you at ease and will answer some of your concerns regarding your allergy care.

Allergy presents itself in so many different ways: hay fever, sneezes and / or wheezes cough, sinus problems, or some types of headaches, rashes, stomach upsets and even recurrent infections. In order to completely evaluate these problems, our physicians and staff will approach them in a team effort.

You may spend 4-6 hours with us on your visit. The nurse will talk with you at length and obtain a detailed history of your allergy problems. The physician will review the history with you, do an exam and determine if skin testing is necessary. You may have laboratory work or other tests ordered depending on your condition and its complications.

Skin testing is a relatively simple procedure, almost painless and takes about 20 minutes to react before the results can be read.

After all the testing is complete, your nurse will explain steps you may have to follow depending on the results. Your physician will make recommendations regarding your treatment plan, such as allergen elimination or avoidance, medications, and/or immunotherapy. If allergen immunotherapy (allergy injections) is required, they can be received in our clinic or at any other physician's office.

Points of Information regarding your allergy appointment.

Certain Medications, especially anti-histamines and some anti-depressants may interfere with the results of allergy testing. These medications may need to be stopped about a week prior to your visit. A list of medications that may need to be stopped is given further through this text. Beta blockers should also be stopped if possible but only under the direction of your prescribing physician. There is no need to stop other blood pressure medications and other drugs such as Insulin, oral diabetic drugs, anticonvulsive drugs, blood thinners, etc. Most asthma medications can be continued. If possible, however, do not use your asthma inhalers the morning of your appointment. Bring them with you for use shortly after you arrive, letting the nurse know you need to use it. Please call our office if you have any questions regarding your medications.

Many of your fellow patients are highly sensitive to tobacco smoke and strong perfumes. Since exposure to tobacco smoke is detrimental to their health, we have made our office a smoke-free environment. We also ask that you refrain from wearing strong perfumes or colognes when coming to our office. We appreciate your consideration for other allergy sufferers.

A doctor-patient relationship is a privileged one. For this reason we do not give out information about our patients to others. If the patient is an adult, the doctor-patient relationship is best attained when he or she comes into the treatment room alone where the patient can speak in private with the physician. In case children, we ask that, due to limited space, only one parent accompanies them. If the patient is a minor child, the law requires that we have written authorization from the parent before we can perform an examination or render treatment.

Rescheduling Appointments

If you cannot keep a scheduled appointment, please call our office as soon as possible to reschedule another one. This will permit us to schedule another patient in your place.

Billing and Insurance

Initial visit fees depend on the complexity of the problem and the amount of time required as well as the extent of lab work and testing which the physician may order.

We are participants of Aetna, Anthem, Cigna, Healthkeepers, John Deere, Medicare, Southern Health, Mamsi/United Healthcare and Virginia Health Network. We require that you pay your co-payment at the time of your visit and any deductible that has not been met. You, the patient, are responsible for obtaining any insurance referral that may be required. Please have it in our office prior to your visit or you need to bring it with you.

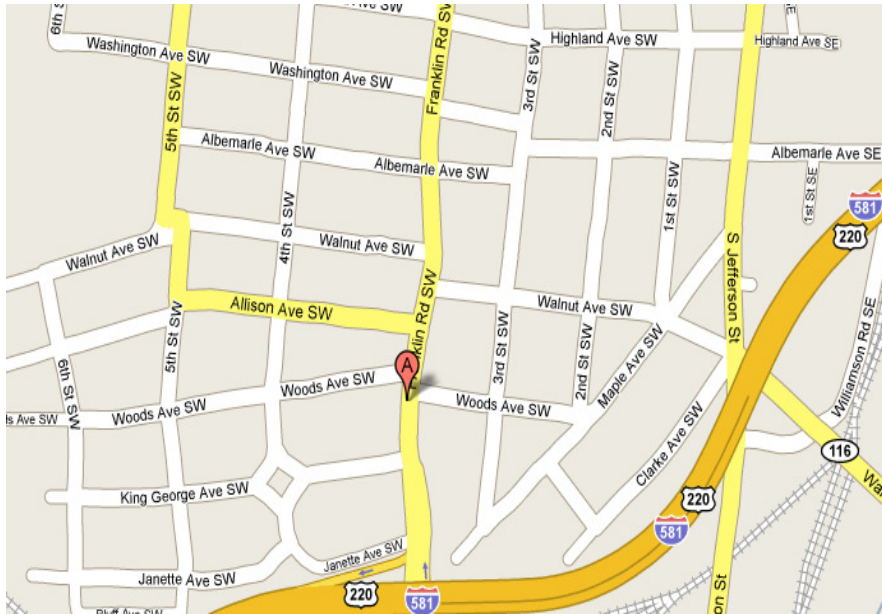
Services are always the responsibility of the patient. Payment for co-pays and deductibles are due at the time of services. However, we are always willing to work with our patients who may not be able to pay in full by setting up a monthly budget plan.

Any patient who is unable to complete their allergy workup will be charged for the professional services, pulmonary function tests, and testing charges up to the point where they discontinued the workup.

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| Actifed | Vistaril | Xyzal |
| Antivert | Alavert | Allegra |
| Benadryl | Astelin | Atarax |
| Clarinx | Cetirizine | Chi or- Trimeton |
| Doxepin | Claritin | Dimetapp |
| Zyrtec | Drixoral | Hydroxyzine |
| Loratadine | Naldecon | Periactin |
| Phenergan | Polaramine | Rynatan |
| Tavist | Triaminic | Vasocon |

Beta-Blockers and Sedative medications may also need to be discontinued prior to testing. Please call our office if you have any questions regarding your medications.

Asthma and Allergy Center of Roanoke



From New River Valley, Salem & Lexington:

- Take I-81 onto 581 South.
- Take Exit 6 Elm Avenue at Community Hospital
- Turn Right onto Elm Avenue
- Go six blocks and turn left on Franklin Rd to corner of Franklin & Woods Avenue

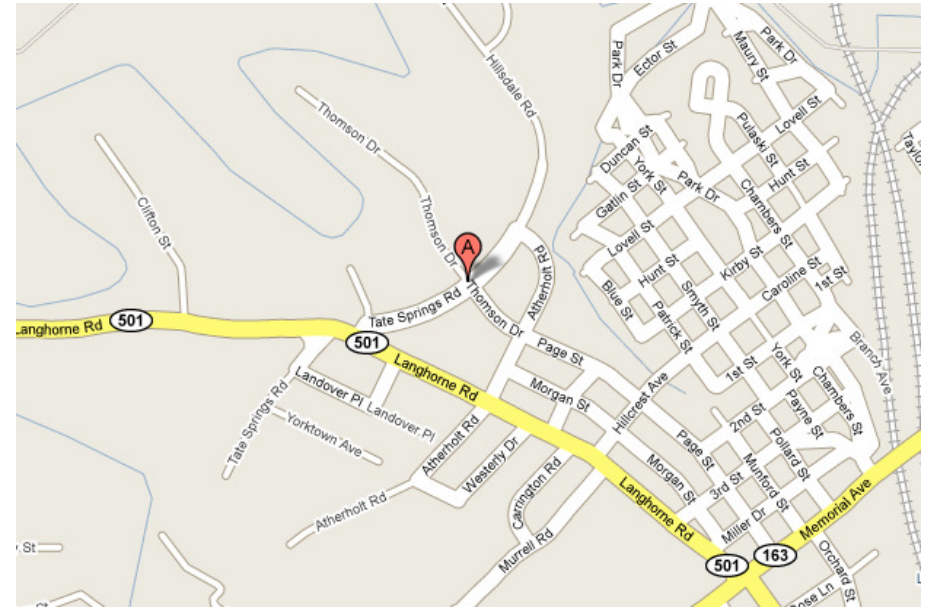
From Martinsville:

- Take 220 North toward Roanoke
- Exit at the second 220 Business-Franklin Rd sign
- Go three blocks to corner of Franklin & Woods Ave.

If you miss 220 Business-Franklin Rd. Exit Go to Exit 6-Elm Avenue

- Turn left onto Elm Avenue towards downtown.
- Go six blocks and turn left on Franklin Rd. to corner of Franklin & Woods Avenue

Asthma and Allergy Center of Lynchburg



From Roanoke:

- Take 221 East towards Lynchburg and continue on Lakeside Dr
- Slight left at Murrell Road
- Turn left at Langhorne Rd/US-501
- Turn Right at Atherholt Rd
- Turn Left at Thomson Dr

From Amherst:

- Head South on US-29 S
- Turn Right at VA-210 toward Lynchburg
- Turn Left at State Rte 163
- Turn Right at Page St
- Continue on Thomson Dr.

From Altavista:

- Head North on US-29 N
- Continue on Wards Rd
- Continue on State Rte 163 until Langhorne Rd/US-501
- Turn Left at Langhorne Rd/US-501
- Turn Right at Atherholt Rd
- Turn Left at Thomson Dr.