



Roanoke
1505 Franklin Rd. SW
Roanoke, VA 24016
T (540) 343-7331
F (540) 343-7349

Lynchburg
2015 Tate Springs Rd.
Lynchburg, VA 24501
T (434) 846-2244
F (434) 846-0602

Salem
3529 Keagy Rd.
Salem, VA 24153
T (540) 343-7331
F (540) 725-1356

Apt. Date: _____

Welcome Letter

Apt Time: _____

Dear New Patient,

We are honored that you have chosen our practice to serve your asthma and allergy needs. Allergy can present itself in many ways, from sneezing or coughing to headaches or infections. Our offices are equipped to test for many types of allergy and our team is dedicated to caring for you, the patient. We hope this packet will help answer your questions and put you at ease about potential testing. If you have questions regarding any of the information presented here, please call our office and one of our friendly staff members will gladly answer or clarify.

Warm Regards,
The Physicians and Staff of the Asthma & Allergy Center

General Information

- Bringing the completed forms with you can **reduce** the time you spend in the waiting room.
- If you are tested for allergies, your appointment could take up to 5 hours (depending on the number of tests required). **Dress accordingly and bring a snack or light entertainment.**
- Please show consideration for other allergy patients by **not wearing cologne or perfume.**
- **Check the list of medications** (on the next page) for any that will conflict with allergy testing.
- If the patient is a child, we request that only one parent be present, due to limited space.

Rescheduling

- Late cancellations or “no-shows” cause losses of time and income and prevent other patients from being seen. If you need to reschedule, please call our office as soon as possible.
- Cancellations less than 48 hours in advance will result in a **\$25 fee**. Missed appointments will result in a **\$60 fee**. Note that insurance does not cover these charges.

Billing and Insurance

- Fees vary based upon the extent of the services and tests performed. Patients who are unable to complete their exam will still be charged for the services rendered up to discontinuation.
- You will be responsible for any fees associated with the release of your medical records, including transfer of care, applying for new insurance, disability benefits, and others.
- We participate in many health plans, including Aetna, Anthem, Medicare, and others. Please verify with your plan that our physicians are in-network and whether a referral is necessary. If a referral is required by your plan, please bring it with you or have it faxed to our office prior to your visit.
- Your co-pay is due at the time of service, and you will be responsible for all co-insurance fees and deductibles as described by your health plan.
- We accept cash, checks, Visa, Discover, MasterCard, and American Express.
- Services are always the responsibility of the patient. However, payment plans are available for patients who are unable to pay in full at the time of service. A minimum deposit of \$300 is required.



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Outline of a Typical First Visit

- You may spend 2-5 hours with us on your first visit if you are tested for allergies.
- The nurse will talk with you at length and obtain a detailed history of your allergy problems.
- Initial testing involves a small prick of the skin to deliver a drop of allergen extract, such as plant matter or pet dander. The results can be read after about 20 minutes.
- If needed, a second test may be applied, which consists of injecting a tiny bubble of the extract into the skin of the arm, again to be read after about 20 minutes.
- You may have laboratory work or other tests ordered as well. If asthma symptoms are reported, a breathing test may also be performed.
- After all the testing is completed, your nurse will explain some of the general steps in the treatment of allergies. Your physician will then outline with you the recommendations regarding your individualized treatment plan.
- Treatment is based on a case by case basis and can come in many forms, including avoidance, management through medication, desensitization through immunotherapy (allergy shots), or a combination of methods. Your doctor can answer any questions you may have.

Medications to Avoid Before Your Visit

- Certain medications can conflict with allergy testing, causing false results and an incorrect diagnosis. **Check the list below** for specific medications and the time to be avoided.
- **Most asthma medications can be continued.** If possible, do not use your asthma inhalers the morning of your appointment. Bring them with you for use during your exam.
- **Please call our office:**
 - If you are currently taking **beta-blockers, sedatives or antidepressants** as some of these can conflict with testing. **Consult with your prescribing physician before stopping.**
 - If you are **unable to stop** one of the medications listed in this section. We can still hold an appointment to discuss alternative forms of testing and also develop a testing plan.
 - If you are currently taking an **antihistamine not listed below.**
 - If you have **any other questions** regarding your medication.

Avoid for one week prior to visit:

Alavert	Doxepin
Allegra	Loratadine
Astepro	Rynatan
Atarax	Xyzal
Clarinet	Zyrtec
Claritin	

Avoid for 3 days prior to visit:

Actifed	Naldecon
Antivert	Periactin
Benadryl	Phenergan
Chlor-Trimeton	Polaramine
Dimetapp	Tavist
Drixoral	Triaminic
Hydroxyzine	Vistari