



Family Asthma & Allergy Center

730 Woodside Rd
Redwood City CA 94061
(650) 368-8800

asthma-allergy-ca.com

OFFICE POLICY BROCHURE

Aim and Purpose

All of us at the Family Asthma & Allergy Center are dedicated to bring the most up-to-date, mainstream, modern scientific care of Asthma & Allergies to our community.

Our Motto

Competent Care with Courtesy and Compassion

Our Role

To ensure up-to-date and high quality care we restrict our practice only to the treatment of Asthma and Allergic Diseases. For other medical needs and for all emergency care **YOU MUST HAVE A PRIMARY CARE PHYSICIAN.**

Appointments

WE SEE PATIENTS BY APPOINTMENT ONLY.

For Established Patients: If your asthma or allergy symptoms are not under control or you have questions or problems with medications or allergy treatments prescribed by us, please do not wait until your next appointment to tell us. Please call and ask for an early or immediate appointment. The reception staff has clear instructions to work you in ASAP.

We value your time and do our best to stay on schedule. The occasional delays are usually because someone was worked in for acute illness, needed extra time or arrived late. In such circumstances, we hope you will understand and bear with us. On another occasion, you may be the beneficiary of this policy.

If you are unable to keep your scheduled appointment please **CALL TO RESCHEDULE** as soon as possible. It will help other patients.

Emergencies

We are not equipped to handle Walk In medical emergencies. Therefore, in case of acute illness or emergencies, including those connected with asthma and allergies please call 911 or proceed to the nearest hospital emergency room. If you need hospitalization your primary physician or Hospitalist on duty will take care of that. If that physician wants to consult us, we are available. If you are admitted in connection with your asthma or allergies, please contact us immediately after discharge from the hospital so your ongoing treatment can be resumed or adjusted.

For acute but non-emergency, non-urgent asthma and allergy problems please call us for a work in appointment. We will do our utmost best to work you in.

No In-Hospital Care

Our physicians do not give any in-patient care except as outpatient consultants to your Primary Physician. You must have a primary care physician to care for you in case you need in-hospital care for any illness, including asthma and allergies.

Your Responsibility In Medical Care

We will do our best to give you the right medical care you need. However, we rely on you to take responsibility for your own (or your child's) care. We expect you to follow our advice and directions; ask questions until you understand thoroughly why and what we recommended; keep your follow up appointments; get the recommended lab work, x-rays etc. done on time; get the specialist consultations we suggest; follow up with your Primary Care Physician any health problems unrelated to allergy; ***and, most important, call us to get the results of lab work or x-ray etc. you have done on our orders.*** Our advice can help you only if you understand it well and follow it.

Reports and Medical Records

New Patients: After your initial evaluation has been completed and a treatment plan made, which usually takes two to three visits, we will send a report with our recommendations and copies of your allergy tests, breathing tests, lab results, etc. to your primary care or the referring physician, and to the physician who will give your allergy injections if different. Thereafter, we expect you to keep your primary physician informed about your current treatment etc.

At any time you would like us to send an additional progress report or update to your primary physician, please let us know.

As required by the Meaningful Use Initiative of the federal government, we are making it easier for you to access your medical records on our computers. Please see the MEDICAL RECORD ACCESS page on our website.

Telephone (650) 368-8800

You can count on us for prompt and courteous service when you call. For your convenience we have installed auto attendant telephone system. The choices offered are self-explanatory. We pay full attention to the voice mail messages you leave. For most routine problems, a telephone nurse will first call you and get the details of your problem. She will then consult with one of the physicians and call you back with the answer. If you must talk to one of the physicians, they will return your call as time permits, usually around 1:00 p.m. or 5:00 p.m., to avoid interrupting the care of patients who are in the office.

In urgent or emergency medical situations, please call either 911, your primary doctor or proceed to the hospital emergency room. Whenever calling us, please have your current medications and the pharmacy telephone number at hand.

If you call After Working Hours, please leave us a voice mail (must include your phone number, patient's name and date of birth and an alternate phone number if possible). Please DO NOT leave any message where the issue cannot wait until the next business day. If you are sick you must go to an Emergency Room or Urgent Care. For less urgent matters, if you must talk to the provider on call, the above telephone number will route you to our Answering Service.

Prescription Refills

For long term or maintenance medications, please get your refills when you are in the office for check up, injection, allergy extract, etc.. In the rare situation that you need a refill on telephone to tide you over until the next appointment, please call during office hours. It may take us up to 48 hours to call in your refills. We advise that you keep two-day supply of your current medications separately in a zip lock bag for emergency situations.

Smoking

Smoking is not permitted anywhere in our office or within 20 feet from our office entrance.

Patient Education

Asthma and Allergies are not diseases you can “catch” and / or “get cured of”, like flu or measles. You need to learn to live with them. To enable you to learn Self-Monitoring and Self-Management we have a lot of

good reading and viewing material in the PATIENT EDUCATION PAGE of our website. It is very important that you understand what causes allergies, how to avoid allergens, how to use your medications correctly, and how to make minor adjustments to control symptoms. We will discuss all this with you in detail as we go along. If you have any questions about your illness or medications, call us or inquire when you are in to see us. The better informed you are about your illness, medications, their benefits, side effects, limitations, etc., the better we can serve you.

Privacy

We respect your privacy and follow all federal and state regulations to protect patient information. A copy of our Privacy Notice can be seen on the Forms & Documents page of the website. A paper copy of the notice will be given to you at your first visit.

Payment Policy

1. We are in the process of applying for Accepting Assignment for major health insurance companies in the area. This process may take a few months. At this time, we expect you to pay in full at the time of service. We will provide you an itemized bill with all the info that is needed to submit to your health insurance company for reimbursement.
2. As and when we get approvals from different healthcare plans we will be happy to bill your insurance and expect you to pay the deductibles and copays at the time of service. You will still be responsible for the full bill if your insurance denies coverage or refuses payment for our services.
3. In divorce situations, the patient or the parent bringing the child for care will be responsible for the bill.

Pre-certification / Referral

To see you, we do not require a referral from your doctor. But many Managed Care plans and some health insurance policies may require referral or Pre-Certification before they will cover your expenses at our office. We will be happy to help you with that, but it remains your responsibility to ensure that everything is in order before you come to see us.

Your Contact Info

Please keep us informed about any changes in your current address, telephone number, and email address. In addition to your primary contact information please provide us an alternate telephone number where we can contact you to ensure we can serve you.

Comments, Suggestions and Complaints

Please help us improve our services to you by sending us your comments, suggestions, or complaints. All such communications will be treated in confidence with courtesy. You may mail us a letter addressed to Dr. Tarun Kumar, marked 'PERSONAL & CONFIDENTIAL', or send an email to familyaandacenter@gmail.com, marked 'confidential' in subject line.

We Look Forward to Serving You!