

TRINITY ALLERGY, ASTHMA AND IMMUNOLOGY CARE, P.C.**NATARAJAN ASOKAN, M.D.**

3931 Stockton Hill Road, Suite D, Kingman, AZ 86409 Tel. 928-681-5800 Fax. 928-681-5801

1971 Highway 95, Bullhead City, AZ 86442 Tel. 928-758-6200

285 S. Lake Havasu Ave., Lake Havasu City, AZ 86403, Tel. 928-854-6800

WWW.TRINITYALLERGY.COM

Welcome to Trinity

Thank you for choosing Trinity for your allergy & asthma care. Dr. Natarajan Asokan is a board certified allergist-immunologist who has been treating children and adults with allergy and asthma issues for the past 12 years. He specializes in treating patients with allergic rhinitis (hay fever) and conjunctivitis, nonallergic rhinitis, sinusitis, Asthma, Allergic Bronchitis, Hives, Food allergies, Eczema, Drug allergies, latex allergy, bee venom allergy, primary immunodeficiency diseases and other diseases, which your physician may consider to be related to your allergies. Our office is technologically innovative and uses the latest in technology by way of electronic medical records and practice administration system.

OFFICE LOCATION AND HOURS: Trinity opened its doors to patients on August 1, 2007. It is located on 3931 Stockton Hill Road, Suite D, Kingman, AZ 86409. Our satellite office in Bullhead City is located on 1971 Highway 95, Bullhead City, AZ 86442 and in Lake havasu City is located on 285 S. Lake Havasu Ave., Lake Havasu City, AZ 86403.

STAFF: We have experienced, well trained, and helpful staff members. Our team believes in delivering high quality, technologically sound and compassionate healthcare to the residents of Kingman and Mohave County.

NEW PATIENT APPOINTMENTS: We make every effort to schedule new patients as early as possible. All new patients need to fill out forms that include a detailed questionnaire, which is important to their care. You can help us deliver quality healthcare by preparing for the following in lieu of your appointment. Please ensure that you bring with you:

PREPARATION FOR THE VISIT:

1. Health Insurance Card/Information
2. Photo ID or Driver's License
3. For minors, a written permission for evaluation and treatment from a parent or legal guardian if one of them is not accompanying the child
4. A list of medical conditions that you suffer from (current and past)
5. A list of all medications you are taking names, doses, and frequencies - REMEMBER TO INCLUDE ALL OVER THE COUNTER MEDICATIONS, VITAMINS, HERBAL PRODUCTS AND NUTRITIONAL SUPPLEMENTS
6. A list of drug allergies-Names, Dates and types of reactions
7. A list of surgeries, hospitalizations and ER or urgent care visits with dates and reasons

8. A list of your questions /concerns pertaining to your visit
9. Copies of medical records that are relevant to your visit from your family physician or other specialists - Include hospital records, Office visit notes, lab test results, previous allergy evaluation reports, biopsy reports, x-ray, CT or MRI reports or any other pertinent information
10. Names, phone numbers and fax numbers of doctors you would like us to send our initial consultation and follow up evaluation reports and from whom we need to get your medical records
11. Completed FORMS - The forms are available online; you can download and complete them electronically and bring them with you at the time of appointment. This will ensure that you receive quality service without unnecessary delay. If you do not know how to complete certain sections of the form, our staff will help you with this.
12. **Also remember to do the following:** Wear appropriate dress that makes it easier to do physical examination; Strictly avoid wearing perfumes or strong scented skin and body care products on the day of appointment in the consideration of other allergy sufferers.

REGISTRATION: On arrival, our receptionist will register you in our system by obtaining contact information, insurance & employment information and information about your guarantor if you are not the primary insurance policy holder. We will also take your picture (with your permission) for our records.

NURSE INTERVIEW: After this, one of our medical assistants will prepare you for the doctor's appointment by taking your vital signs (Height, weight, blood pressure etc.) and brief history that is relevant to your current appointment. We make every effort to ensure that we see you on time immediately. If there is any unforeseen delay, we will inform you right away. The whole process of registration and nurse interview should take no more than 30-40 minutes.

PHYSICIAN INTERVIEW: Our physician will see you next for 40 minutes. During this time, he will get from you very detailed history and do thorough physical examination. After assessing your condition, he will then discuss with you various methods of investigating your problem further and different treatment options. You and your physician will chart out further course of action. Our office will try its best to ensure that you and we succeed in this endeavor together.

LABORATORY TESTING: If you and your physician decide to investigate your condition further, depending on the nature of your problem, you may undergo allergy skin tests, pulmonary function tests, blood tests, x-rays, patch tests or other forms of special allergy test procedures. Please visit our web site at www.trinityallergy.com for more information about some of these procedures. Blood tests and x-rays are done at outside facilities and other procedures are done in-house. Whenever possible, the in-house tests are arranged on the same day of the initial appointment to prevent an extra unnecessary trip to the office. Office staff will explain all about the tests and charges that will be incurred before actually proceeding with any testing. You will be given time to consider all options before proceeding with testing. Please ask for an explanation of any procedures related to your treatment that you may not understand. If there are any questions about insurance coverage or method of payment, our staff will be happy to answer any concerns in order to avoid any future misunderstandings. The **medical assistant is not allowed to discuss the test results with you without the doctor's permission** even though you may be anxious to know the results. The doctor, or the nurse, who is familiar with the patient's medical history, will explain these results.

The testing procedures may have to be done in segments, requiring more than one visit to our office. It is equally important that you complete any outside laboratory investigations ordered by the physician on time. This will enable the physician to make a complete assessment of your condition at the time of summary appointment. Our office will contact you in the mean time, if any of your outside laboratory investigations are abnormal and recommend further course of action.

SUMMARY APPOINTMENT: After completion of the tests, we will make a summary appointment for you with the physician lasting for 20 minutes on a mutually convenient day and time. During this appointment, the physician will go over the test results with you and assess your progress in the interim. You, with guidance from the physician will determine further course of action. This may include education about various allergen avoidance measures, medication use and if needed, allergy injections. Please visit our web site at www.trinityallergy.com to learn more about these options. This visit is followed by a conference with the nurse or medical assistant, who further emphasizes the course of treatment. Proper use of all your medicines will be explained in detail. The routine of allergy injection treatment will be explained. These injections may be given at our office or sent to your primary care physician for injection. The information provided, and the patient's compliance is important for successful treatment. Much of the information related to your illness may be new to you. Every effort will be made to keep you informed. At the conclusion of summary appointment, your physician will recommend a follow up appointment in 2-4 months.

INSURANCE AND PAYMENT ARRANGEMENTS: There was a time when we were rarely required to ask these questions. Now, there are a multitude of insurance contracts with the most important information buried in the finest of print. Even for the most informed, it is impossible to know each patient's coverage, or contract, with the insurance company. So, please do not be offended if we ask for details of your insurance coverage, or method of payment. Inappropriate information from the patient may result in the denial of payment by the insurance carrier and make you responsible for the payment of services.

Please take some time to understand your insurance contract. In some cases, you may need a referral from your primary care physician (PCP), or an advanced authorization to utilize our services. Without that formality, and the appropriately filled out referral forms, we may not be allowed to treat you immediately.

MEDICARE: We accept Medicare. We also help you file any other insurance forms with insurance companies with which we participate. Although the benefits and rules keep changing, we do our best to assist you in every way possible. To avoid misunderstandings feel free to ask for clarification.

REFERRALS: Our patients, their relatives, friends, and other physicians refer over 95% of our patients to us.

Your referring physician receives an appropriate report after all the allergy evaluations are completed. Your referring physician remains your main doctor and our job is basically to assist you in your allergy care and consultation as needed. ***It is not our purpose to take over your care from the referring physician.*** Lack of cooperation between different physicians only hurts the patient. When

needed we may also recommend further consultations with other physicians.

TELEPHONE CALLS AND AFTER HOURS COVERAGE: Your health is important to us. When you or a family member is ill, you may become worried. A major decision about care should be made immediately. Should you call the doctor's office? The answer you decide upon is important to you and your health and peace of mind. During office hours a nurse or medical assistant is always available to advise you. They will discuss your questions with the physician, as soon as possible to make the appropriate recommendations. Sometimes the problem can be resolved over the telephone. We may suggest that you see Dr. Natarajan Asokan, your primary care physician, or another specialist whom you may already be seeing.

After-hour calls should be limited to urgent or emergency care. You must call 911 immediately for all life-threatening conditions. If you are calling about a nonlife-threatening emergency after hours that cannot wait until the next business day, you can reach the on call doctor by calling our office at 928-681-5800 and choosing the option to reach the on-call doctor. Please leave a brief and accurate information about your full name, the reason you are calling and your contact phone number with area code first. Please speak slowly and clearly. The on call physician will return your call within thirty minutes. If you do not hear back after thirty minutes, please call the doctor a second time making sure you enter the correct contact number.

Non urgent matters should be handled during normal business hours, i.e. billing questions, prescription refills, appointment scheduling, etc. If you listen carefully to the recorded message on the voice mail you will also be given step-by-step instructions on paging the doctor or leaving messages of a non urgent matter.

If it is a severe emergency, do not waste your time on a phone call. CALL 911 immediately or go to the emergency room. The hospital can always contact your physician, if needed. This applies not only to our office but to any of your other physicians as well.

DO NOT hesitate to call our offices if you have any questions. The partnership in communication between the patient, physician, and our staff is always rewarding. This opportunity is always available, but its use depends on you. Otherwise, we have to assume that the line of communication is satisfactory. This is also the time to clarify questions about your insurance program, method of payment, and treatment, etc.

ALLERGY INJECTIONS: Allergy injections are a long-term program, which requires careful monitoring. *Injections take some time before helping you. The program should not be discontinued without discussing it with your doctor.* Separate instructions are given if you receive injections at our office. The injections may be sent to another physician for administration for your convenience. All injections should be given under proper supervision. *Self administration of allergy injections is not advised, for your own safety.*

ESTABLISHED PATIENTS: Appointments will be scheduled promptly. Please inform the receptionist as soon as you arrive that you have an appointment with the doctor, or need laboratory testing. We do our utmost to eliminate unnecessary waiting. We strongly believe in the value of your time.

APPOINTMENTS: If for some reason you cannot keep an appointment or are delayed, please inform our office within 24 hours prior to your appointment. You will not be billed for your cancelled appointment if you have called to cancel or reschedule. If you do not show up for an appointment and have not called to notify us, there may be a \$25.00 no-show charge. This time can certainly be utilized for another patient who may need immediate care.

CASH PAYMENT: It saves time and expense if charges are paid at the time the services are rendered. If you pay by cash, check, or credit card, please **insist on a receipt**. Save your expense records, for tax purposes, or in case there is a conflict later.

MONTHLY STATEMENTS: Monthly statements are sent to patients who have a delinquent balance.

DELINQUENT ACCOUNTS: Sending repeated statements is extremely expensive. Delay of payment puts us in an awkward position to remind you of your obligation. Repeated billing consumes time that can otherwise be spent on proper medical care. If there is a financial problem, it is best to discuss it with the office manager so that some arrangement can be made which is comfortable for everyone.

Problems arise when people just do not respond. In these situations, to avoid overload on our staff, we have no other choice but to send delinquent accounts to an outside collection agency. Frank communication can avoid a breakdown in relationship. Having to turn a delinquent account over to an outside collection agency helps no one but that collection agency.

COPAYMENTS: Most insurance companies require you to pay a small co-payment each time services are rendered. This payment should be paid in cash. Please request a receipt.

REFUNDS: Occasionally, there may turn out to be a credit balance on your account. It will be refunded to you as soon as we identify it. It may also be applied to your account.

PATIENT EDUCATION: Patient education is important. We have plenty of resource materials available. Please ask if you have any specific interests. Mutual education is an ongoing process, both you and we benefit from it. If you come across some unusual information or see an article, or news item, please send it to us. We also have a web site with useful information. You can reach it at www.trinityallergy.com.

COMMUNITY EDUCATION: Speakers are available to speak at schools and other community functions. Current educational material and resource material will be provided.

PRESCRIPTION REFILLS: Routine refills can be called to your pharmacist during office hours. If it is safe for you to use these medicines over a long period of time between check ups, refills will be available. If not, we will not authorize a refill without seeing you first. Circumstances and needs change and some medicines may interact with other medicines which may have been prescribed to

you by our other physicians. *If your insurance plan does not cover certain medicines, please do not fill the prescription. Call our office for an appropriate substitute to save you money.*

MEDICAL RECORDS: Your records are confidential. No information is released without your permission. A written request is required if you need to transfer your records to another physician. Please give us a few days notice to prepare your records for transfer.

If you move out of town, we will be happy to give you names of trained allergists in your new area. Allergy injection extracts can be sent to the new physician to avoid interruption in your treatment program, duplication of test, or duplication of costs.

COMPANY RECOGNIZED HOLIDAYS: It is the policy of Trinity Allergy, Asthma and Immunology Care, P.C. to recognize certain paid holidays during the year. Trinity Allergy, Asthma and Immunology Care, P.C. recognizes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Should the holiday fall during the workweek, the offices will close at 4:00 p.m. the day prior to the holiday.

CONCERNS OR SUGGESTIONS: Your concerns or suggestions are always welcome. They are taken seriously. We wish to make your visit to our office as comfortable as possible. Our success in your management of care depends on you.

PLEASE ADVISE US: Advise us if there are any changes in your medical history, medicines you are taking, insurance coverage, address change, phone number etc., at your first possible convenience.