



# PATIENTGRAM

Newsletter

February 2020

## It's just a shot, right?

There is a common belief that giving allergy shots is no different than giving any other injection. This article intends to shed some light on this common misconception.

ACT Allergy Injection (AI) Nurses give thousands of injections every month. In order to be an AI nurse at any of our clinics that nurse must first hold the credentials of RMA/MA or LPN. AI nurses have first demonstrated they are skilled in patient safety, infection control, electronic medical record knowledge, taking vital signs, and performing diagnostic tests specific to allergy/immunology patients.

They then enter a training program that last several weeks. The program is overseen by our front lab manager who has served ACT in the AI area for 30 years. AI training begins with a hefty didactic portion where they must work through the "schedules". This is a process where they must demonstrate the knowledge to know what adjustments must be made for dosing and the strength of extracts for the many, many different scenarios.

Proper placement of the injections, ensuring patient identification, assessment screening questions and the workings of the injection tracking electronic system are all taught next. Once those skills are mastered the nurse will then start giving AI injections, but only with the oversight of another skilled AI nurse. They must successfully give AI's for a full 2 weeks without a single error before being signed off.

Through ACT's ongoing QI program, competency is continually monitored. Giving safe AI's in clinics outside of Allergy Clinic of Tulsa is of great importance to us. Simply mailing extract with shot record is not enough to ensure best patient outcomes. ACT provides multiple training tools to outside clinics, has extract triage nurses and our Boarded Allergists available to answer questions and make dose adjustments. We provide key quality data to these clinics as we partner to provide the best therapy outcome for our patients.



## Closings During Inclement Weather

In the event inclement weather is in the forecast, please go to our Website or Facebook page to check our status.

In addition, all patients enrolled in the ACT Patient Portal or Allergy Tracker will received an electronic notification.

## Allergy Tracker App

Being on time for your allergy injections is extremely important. Sign up for the Allergy Tracker App to receive text reminders when it's time to get an injection, when you have missed injections, and other notifications.

To sign up, please speak with a receptionist at the front desk at any of the ACT clinics or call (918) 307-1613.



## Two Health Insurance Plans?

When someone has two medical insurance plans each year the insurance company will require a "Coordination of Benefits" form to be completed.

The form is necessary to determine which insurance company is primary and which is secondary. Until this form is received, the insurance company will NOT pay claims.

The only person who can complete this form is the patient. When healthcare providers receive a denial for the claim based on COB, the entire balance becomes the patient/guarantor responsibility. Avoid this by responding to these requests timely.

## Flu Update

Flu activity continues to be high in Oklahoma and expected to continue for weeks. Flu vaccination can either keep you from getting sick with the flu or reduce the severity of illness if you should get the flu. Getting vaccinated may also protect people around you, including your loved ones.

We still have the flu vaccine available which includes preservative free and quadrivalent.

No Appointment Needed!

## Employees of the Month

ACT would like to congratulate Kalla on February clinical employee of the month. Kalla is always kind and helpful. She goes out of her way to assist patients with all their needs. She has been complimented on Facebook and Google reviews for her outstanding skin testing technique and making patients and parents feel comfortable and calm. Kalla is an awesome coworker and strives to make a difference every day. Kalla not only rooms and performs skin tests; she is also a closing nurse for Dr. Brown. Great job and congratulations from your ACT Family!!!!



We are so excited to announce Connie as employee of the month (non-clinical) for February. Connie has been with us since March 2017 and has been a great asset to the clinic. Connie is always so pleasant and willing to step in and help when needed, no questions asked. She is my go to when I can't find a payment or if I just need a second pair of eyes on something. She most definitely goes above and beyond with her duties. She also took on and accomplished the enormous task of ACT accounts payable. Thank you Connie for all that you do, we are so glad you are a part of the team!



## Contact Us

Give us a call for more information about our services.

### Allergy Clinic of Tulsa

Local: (918) 307-1613

Toll Free: (800) 475-1124

Fax: (918) 307-2454

Visit us on the web at  
[www.allergyclinicoftulsa.com](http://www.allergyclinicoftulsa.com)

### SOUTH OFFICE:

9311 S. MINGO ROAD  
TULSA, OK 74133-5702

### MIDTOWN OFFICE:

1727 S. UTICA AVENUE  
TULSA, OK 74104-5397

### WEST OFFICE:

6802 S. OLYMPIA  
SUITE 150  
TULSA, OK 74132-1822

### OWASSO OFFICE:

8510 NORTH 123RD EAST AVE  
OWASSO, OK 74055-2149

### BARTLESVILLE OFFICE:

224 SE DEBELL  
BARTLESVILLE, OK 74006-2305