

PATIENTGRAM

Newsletter

January 2020



We would like to congratulate Kelly Riley, CRT, RCP on her 5-year anniversary as our Chief Operating Officer with the Allergy Clinic of Tulsa. Prior to coming on board full time, Kelly was our off site/on site consultant for

a couple of years which gave us a glimpse into this tiny person who packs a punch with her leadership skills, loyalty, compassion and her sense of fairness not only to our patients, but our physicians and staff as well. Thank you for the many, many positive improvements you have brought to this organization. We look forward to you taking us into this new decade and we celebrate you!

Congratulations! Christina Paddock on 10 years of service to our physicians and patients. Christina not only gives allergy injections, does skin testing, and for over a year has been one of our trusted extract mixers, she is our skin test trainer



taking a major teaching role in ClinSims every six months. She, with the greatest effort possible, will accommodate additional testing patients into her already busy schedule on a daily basis. Her skin tests are always accurate, and results reported to our appreciative physicians who highly regard Christina as do her fellow co-workers. Her track record is astounding! Well done Christina and thank you!

Changes in 2020 will delay some medication fills

Due to new Government regulations on the filling of certain medications it will take more time to process these medication orders. This includes drugs classified as a control drug by the Oklahoma Bureau of Narcotics (OBN) and does include any medications with Pseudoephedrine. These drugs can still be purchased over the counter, however in limited quantities.

Extract Mailing Fees Increase

Allergy Clinic was recently made aware of an increase from USPS for the mailing of extract. Effective immediately the fee will increase to \$7.50.

Injection Record Accuracy and Completeness.

All patients who receive allergy injections, whether at Allergy Clinic of Tulsa or an outside clinic, must have an injection record. This is a critical safety issue. Injection records document the strength, dose and frequency of the injections. These records are always to be signed with the administering persons first initial, last name as well as the medical credential they have. We encourage patients to look at these records when signing for an extract refill.

January Employees of the Month

ACT would like to congratulate Laura for being chosen EOTM. She is ACT's most famous Facebook employee with numerous posts about her wonderful patient care. As part of the specialty team, she is outstanding in helping kiddos with food allergy, OIT, IVIG and patch testing. She has a true heart for helping patients be safe and knowledgeable about their allergies. Laura you are an outstanding asset to the nursing department at ACT!!!



We are so excited to announce Pamela as EOTM (non-clinical side). Pamela has been here for 12 years and has been a huge asset to the billing office; she is the Blue Cross and Xolair queen. She goes above and beyond every day and is always willing to find a solution to a problem. Congrats Pamela and thank you for all that you do!!!



New Insurance Information

Did your insurance change effective January 1, 2020? If yes, we need this information as soon as possible. This allows us to verify your benefits, submit your claims and receive payments on your behalf in a timely manner. While we understand some patients may not have their new cards yet, they still should have access to their ID number and group number information through their carrier website. Our office staff does not have the ability to search out this information – it must be provided to us by the patient.

Please be aware that if you are unable to produce your insurance information at the time of check-in for an appointment, your visit will be considered to be **cash** pay. Full payment for services will be expected before you are seen. Once we receive the required information, we will be happy to file your insurance and refund any monies due.

Why at this time of year?

Winter can create two kinds of nasal problems - one is a drippy nose due to cold air. Since the nose and sinuses protect the lungs they swell and produce mucus, causing a "runny nose" in frosty air. There are several nose sprays that are designed to control this if it is excessive or bothersome. The other problem is due to dry heat over-drying the delicate nasal lining. This can cause stuffiness, crusting, and nosebleeds. Simple treatment of this is salt water nose sprays, insertion of KY Jelly (a saltwater gel), or Ayr Nasal Gel.



Be Aware of Snow & Ice and Office Closings

If we have bad weather that comes in making it dangerous to drive, we may close early. If you are thinking of trying to come in for your allergy injection on your way home you might want to call us or check our website www.allergyclinicoftulsa.com to make sure we did not close the office early.

Itemized Charges for 2019

There are some patients who have requested a list of itemized charges for tax purposes. If you would like this be done, please contact one of our financial counselors who would be happy to assist you. Our financial counselors may be reached by calling 918-307-1613. If you get our automated system, please press 6 for billing, then press 1 for billing questions.



Contact Us

Give us a call for more information about our services.

Allergy Clinic of Tulsa

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Visit us on the web at

www.allergyclinicoftulsa.com

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