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www.TLAAA.com

Welcome to Timber Lane Allergy and Asthma Associates! We are very happy you chose our practice, and we look forward to seeing you. Below is information that will help you understand our practice. Please let us know how we can serve you best – we appreciate and welcome your feedback!

INFORMATION TO FACILITATE YOUR VISIT

Cancellation/No Show Policy: Please give 48 business hours notice if you need to cancel/reschedule. We are not open on Fridays. Therefore, changes for a Monday appointment must be made by the previous Wednesday. This common courtesy is appreciated by our patients who are in need of appointments, as well as our staff. All no-shows and late cancellations will be charged a non-refundable fee of \$100.

Late Arrivals: Patients who arrive 15 minutes or more past their scheduled appointment time will be asked to reschedule.

Sick Policy: To ensure the health and safety of all patients and staff, we kindly ask that you call ahead to reschedule your appointment if you are experiencing cold or flu-like symptoms. If you have had a fever within 24 hours of your appointment, you will not be seen. If you are experiencing an acute (new) persistent cough, you will not be seen. If you have any questions regarding this policy, please call our office and speak to a staff member for clarification.

All Patients: Please arrive 15 minutes prior to your appointment time to complete the registration process. All patients must bring their insurance information and any payments required to the appointment.

Patients Under 18 years: Must be accompanied by a parent or guardian.

ALLERGY TESTING: A detailed history will be obtained and the allergist will determine if allergy testing is indicated. Wearing a short sleeve shirt will assist with the testing. A typical initial visit lasts about 90-120 minutes, but may take significantly longer depending on the nature of the symptoms.

***** Please take a shower and wear freshly washed clothes for your appointment. Do not use moisturizer on your arms or back if testing is anticipated EXCEPTION: If your visit is for hives (urticaria), do not discontinue any skin products as there will not be testing. *****

MEDICATIONS: All antihistamines must be stopped one week prior to visit IF skin testing is to occur. Tricyclic antidepressants (TCAs) also interfere with skin testing. Check with your prescribing provider to see if these can be safely discontinued. **EXCEPTION: If your visit is for evaluation of hives (urticaria), do not stop antihistamines or TCAs.** Continue all other medications, as prescribed, including asthma medications. If possible do not take albuterol within 6 hours of the visit. Bring a list of your medications with you as well as all INHALED MEDICATIONS.

PATIENT PORTAL: You will receive a link to our patient portal via email. All electronic registration forms **must be completed at least 3 days prior to your appointment.** Please call if you have not received an email from us within a week of your appointment.

Adults: It will not be possible to care for younger children while you are being tested. If you must bring younger children to the visit, please bring someone to help attend to them.

Children: If more than one child is being seen on the same day, please have one adult present for each child being seen.

In the event of severe inclement weather, please call ahead before coming for appointments or injections

INSURANCE, REFERRAL AND PAYMENT INFORMATION

REFERRALS: If you have a MANAGED CARE INSURANCE PROGRAM such as Tricare, Prime, Prime Remote, VA, Vermont Medicaid, Dr. Dynasaur, Primary Care Plus, etc. please be sure you have a valid referral or prior authorization. The referral or prior authorization must be in our office on the day of the appointment. We are not allowed to conduct the visit if a valid referral is not in place.

CO-PAY: Copay is due at the time of visit.

PAYMENT IN FULL: Payment is expected at the time of the visit if you have no insurance or if we do not participate with your insurance. Please feel free to call our office with any questions or concerns prior to your appointment.

We request that you take a minute to contact your insurance before your visit (most insurances list customer contact phone numbers right on your insurance card). They are much better able to assist you in determining the requirements of your particular insurance policy and any anticipated personal responsibility. We recommend that you take note of who you spoke with, the date of your call, and what information you were given, for future reference if necessary. The following is a list of questions/information you might request of your insurance company:

Is Timber Lane Allergy and Asthma Associates in network?

What will my out of pocket expenses be for these visits? Does this amount change/increase at the beginning of the new year? (You will be asked to pay any required Co-payment at the time of your visit.)

Please note: We do NOT accept appointments for Workers' Compensation claims.

Important things to note:

- Scheduling – We require at least **24 hours' notice to cancel or reschedule your appointment.** You can do this by calling our office during the business hours of Monday – Thursday 8AM to 4:30PM. Failure to do so may result in a no-show/same day cancelation fee of \$100.
- The doctors reserve the right to reschedule your appointment if you are 15 or more minutes late. IF you have extenuating circumstance for your absence, please reach out to the office as soon as possible. We will do our best to make exceptions for emergencies.

- All patients are notified to arrive 15 minutes prior to their scheduled appointment time. This ensures all necessary information needed at check-in does not interrupt the actual appointment time.
- **Multiple no-show fees, late arrivals, OR multiple cancellations in a row,** may result in a warning letter, referral to a different practice, OR 1 year wait to be rescheduled.
- It is required you confirm that you are coming to your appointment. There are several reminders that are sent out electronically via text, email, or phone call. Failure to confirm your appointment may result in cancellation due to patient volume and demand.
- Prescriptions – Refills may take up to 48 business hours to complete. We do not return calls for prescription refills. We ask that you contact your pharmacy within 48 hours to verify if it has been received. If your pharmacy has not received your prescription within that time frame, please call our office.
- **Our triage staff cannot send in any prescriptions for a new medication to treat an acute problem. You must be seen in the office by your doctor to determine appropriate care. This does include alternative medications.**
- Billing – We ask all patients contact their insurance before their appointment to go over coverage for your visit. If you have questions about your billing, please contact our Billing Supervisor.
- **You are responsible for paying your statement with TLAAA within 60 days from the time of your visit.** Accounts that are past due will receive several warnings before being sent to collections.
- Patients are welcome to set up a payment plan. This can be discussed with our Business Office.
- All bloodwork billing is separate from TLAAA. If you have questions regarding a bill for lab work, please contact your insurance or the facility where you had blood drawn.

TLAAA is committed to high quality, personalized, respectful, and helpful health care with our patients. Everyone should expect a safe and caring environment. Disrespectful behavior hinders patient care and is not welcomed

in-person or over the phone.