



ALLERGY ASTHMA ASSOCIATES

Hours of Operation: Monday – Thursday
8:00AM thru 4:30PM

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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!

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.



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*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.*