



## **ASTHMA & ALLERGY CENTER**

208 MacCorkle Ave. SE, Charleston, WV 25314  
Parkersburg. Ripley. Beckley. Logan. Montgomery  
[Asthmaweb.com](http://Asthmaweb.com)  
304.343.4300

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### **OFFICE POLICY BROCHURE**

#### **Aim and Purpose**

All of us at the Asthma & Allergy Center are dedicated to bring the most up-to-date, mainstream, modern scientific care of Asthma & Allergies to our community.

#### **Our Motto**

Competent Care with Courtesy and Compassion

#### **Our Role**

We subspecialize in the treatment of Asthma and Allergic Diseases. For medical needs unrelated to our subspecialty and for all emergency care **YOU MUST HAVE A PRIMARY CARE PHYSICIAN.**

#### **Physicians**

Short biographies and photographs of our medical staff are posted on the **OUR PROVIDERS** page of this website.

#### **Physician Assistants (PA-C) / Nurse Practitioner**

Asthma & Allergy Center employs certified Physician Assistants &/or Nurse Practitioners. They are duly licensed by the West Virginia Board of Medicine/ Nursing to practice medicine at the Asthma & Allergy Center. They are trained by and work under supervision of the Staff Physicians. They attend regular and ongoing continuing medical education courses and have periodic examinations to maintain their certification. Just like the physicians, they attend local and national allergy meetings to update their knowledge in Asthma and Allergy care.

Any one of the above Healthcare Providers may attend to you on your visit. Everyone on our medical staff follows standard protocols for treatment of Asthma and Allergies, in office and on telephone. Given similar circumstances, we will usually give similar medical advice. We write progress notes of our findings, treatment and future plans on each visit. This helps us keep continuity of care even though different physicians may attend to you.

#### **Appointments**

We see patients by appointment only.

**For Established Patient:** If your asthma or allergy symptoms are not under control or you are having side effects from our medications or allergy treatments, please do not wait until your next appointment to tell us. Please call and ask for an immediate or early appointment. The reception staff has clear instructions to work you in ASAP.

We value your time and do our best to stay on schedule. The occasional delays are usually because someone was worked in for acute illness, needed extra time or arrived late. In such circumstances, we hope you will understand and bear with us. On another occasion, you may be the beneficiary of this policy.

If you are unable to keep your scheduled appointment please **CALL TO RESCHEDULE** as soon as possible. It will help other patients.

## Emergencies

**Our office is not equipped to handle Walk In medical emergencies.** Therefore, in case of acute illness or emergencies, including those connected with asthma and allergies please call 911 or proceed to the nearest hospital emergency room. If you need hospitalization your primary physician or Hospitalist on duty will take care of that. If that physician wants to consult us, we are available. If you are admitted in connection with your asthma or allergies, please contact us immediately after discharge from the hospital so your ongoing treatment can be resumed or adjusted.

For acute but non-emergency, non-urgent asthma and allergy problems please call us for a work in appointment. We will do our utmost best to work you in.

## No In-Hospital Care

Our physicians do not give any in-patient care except as outpatient consultants to your Primary Physician. You must have a primary care physician to care for you in case you need in-hospital care for any illness, including asthma and allergies.

## Your Responsibility In Medical Care

We will do our best to give you the right medical care you need. However we rely on you to take responsibility for you (your child's) care. We expect you to follow our advice and directions; ask questions until you understand thoroughly why and what we recommend; keep your follow up appointments; get the recommended lab work, x-rays etc. done on time; get the specialist consultations we suggest; follow up with your Primary Care doctor any health problems unrelated to allergy; **and, most important, call us to get the results of lab work or x-ray etc. you have done on our orders.** Our advice can help you only if you understand it well and follow it.

## Interns & Residents

From time to time, you may meet other doctors accompanying our medical staff in the office. These are resident physicians training at the West Virginia University and Charleston Area Medical Center. They are in the office on assignment to learn about Asthma and Allergic diseases. Our physicians also give lectures and teaching rounds for physicians, interns and medical students at Regional Hospitals, County Medical Society Meetings and other professional medical gatherings.

## Medical Records and Reports

New Patients: After your initial evaluation has been completed and a treatment plan made, which usually takes two to four visits, we will send a report with our recommendations and copies of your allergy tests, breathing tests, lab results, etc. to your primary care or the referring physician, and the physician who will give your allergy injections if any. Thereafter, we expect you to keep your primary physician informed about your current treatment etc.

At any time you would like us to send an additional progress report to your primary physician, please let us know.

As required by the Meaningful Use Initiative of the federal government, we are making it easier for you to access your medical records on our computers. Please see the MEDICAL RECORD ACCESS page on our website.

## Telephone (304) 343-4300

You can count on us for prompt and courteous service when you call. For your convenience we have installed auto attendant telephone system. The choices offered are self-explanatory. We pay full attention to the voice mail messages you leave. For most routine problems, a telephone nurse will first call you and get the details of your problem. She will then consult with one of the physicians and call you back with the answer. If you must talk to one of the physicians, they will return your call as time permits, usually around 1:00 p.m. or 5:00 p.m., to avoid interrupting the care of patients who are in the office.

In urgent or emergency medical situations, please call 911 or your primary doctor or proceed to the hospital emergency room. Whenever calling us, please have your current medications and the pharmacy telephone number at hand.

If you call After Working Hours, please leave us a voice mail (must include your phone number, patient's name and date of birth and an alternate phone number if possible). Please DO NOT leave any message where the issue cannot wait until the next business day. If you are sick you must go to an Emergency Room or Urgent Care. For less urgent matters, if you must talk to the provider on call, the same number will route you to our Answering Service.

## Prescription Refills

For long term or maintenance medications, please get your refills when you are in the office for check up, injection, extract, etc.. In the rare situation that you need a refill on telephone to tide you over until the next appointment, please call during office hours. It may take us up to 48 hours to call in your refills. We advise that you keep two-day supply of your current medications separately in a zip lock bag for emergency situations.

## Smoking

Smoking is not permitted anywhere in our buildings, including lobbies, elevators, stairs or bathrooms or anywhere within 25 feet from any of the entrances to our office buildings.

## Patient Education

Asthma and allergies are not diseases you can “catch” and / or “get cured of”, like flu or measles. You need to learn to live with them. To enable you to learn Self-Monitoring and Self-Management we have a lot of good reading and viewing material in the PATIENT EDUCATION PAGE. It is very important that you understand what causes allergies, how to avoid allergens, and how to use your medications correctly, and make minor adjustments to control symptoms. We will discuss all this with you in detail as we go along. If you have any questions about your illness or medications, call us or inquire when you are in to see us. The better informed you are about your illness, medications, their benefits, side effects, limitations, etc., the better we can serve you.

## Email Newsletter - please open it

We email a quarterly newsletter (Subject: Newsletter From Dr. Kumar) summarizing latest information about Asthma and Allergies. Please be sure to open the newsletter as it has very useful information.

## Insurance Forms

We will prepare, file and help follow up your health insurance claims for all government insurance plans we accept. We will do the same for most private insurance plans we accept, except that YOU will need to follow up with the insurance as you, not us, are their client. You will need to sign the insurance assignment form. If you wish to file your own insurance claims, please ask for a walk away bill when checking out, and submit it with an insurance claim form to your insurance company.

## Privacy

We respect your privacy and follow all federal and state regulations to protect patient information. A copy of our Privacy Notice can be seen [HERE](#), and is posted on the Forms & Documents page of the website. A paper copy of the notice will be given to you at your first visit.

## Payment Policy

1. Your share of the bill at each visit, the deductible and co-insurance amounts, MUST BE PAID at the time of service (NO EXCEPTIONS).
2. We accept assignment from many major health insurance plans and companies, including Medicaid, Medicare, CHAMPUS and PEIA. For your specific insurance, please ask the receptionist.

3. We expect you to pay in full at the time of service if you do not have health insurance, or wish to file your own claims, or your visit is not covered by your policy.
4. We will wait up to four weeks for payment if you have applicable health insurance coverage and assign benefits to us. After that, the full amount becomes your responsibility and is due immediately, except in case of Medicaid and Medicare clients.
5. In divorce situations, the patient or the parent bringing the child for care is responsible for the bill.

### **Pre-certification / Referral**

To see you, we do not require a referral from your doctor. But many managed Care plans and some insurance policies may require referral or Pre-Certification before we can serve you. We will be happy to help you with that, but it remains your responsibility to ensure that everything is in order before you come to see us.

### **Your Address**

Please keep us informed about any changes in your current address, telephone number, insurance coverage and email address. We can serve you well only if we have correct information.

### **Satellite Offices**

To serve you better, we have satellite offices in Beckley, Parkersburg, Ripley, Logan and Montgomery. These offices are open only on certain days. Location maps, open days and telephone numbers of each office are posted on OUR LOCATIONS page. Satellite office telephones are answered only on the days they are open. At other times, these numbers ring directly in our Charleston office and the person picking up the phone has no way of telling where the call is coming from.. When calling about your appointments please clearly state which office you are referring to.

### **Comments, Suggestions and Complaints**

Please help us improve our services to you by sending us your comments, suggestions, or complaints. All such communications will be treated in confidence and with courtesy. You may mail us a letter addressed to Jim Mathena, Administrator, marked 'PERSONAL & CONFIDENTIAL', or call and leave a message in Jim's voice mail box at 304-343-4300 press9 then ext. 44.

***We Look Forward to Serving You!***