



## Western Springs Asthma & Allergy

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Dear Patients,

With the recent COVID-19 pandemic, the public has been asked to institute social distancing. This includes social gatherings, canceling events, eating out at restaurants, going to the mall/gym. Schools are being closed. Medical facilities are being asked to strengthen patient screening procedures and employ telehealth when appropriate.

As of 4/29/2020, Western Springs Asthma & Allergy continues to be available for patient care. As recommended by the CDC and the American Academy of Allergy Asthma and Immunology (AAAAI) we plan to adjust our patient interactions until the COVID-19 outbreak has been stabilized.

Western Springs Asthma & Allergy will institute the following measures until the COVID-19 outbreak has been stabilized.

- **In-person office visits** with the physician are limited to acute asthma exacerbations in patients that don't have active signs of COVID-19
- **Telehealth visits** will be offered for all other patient concerns, with an audio-video visit. The visit charge will be submitted to your insurance. Telephone visits are available, but not preferred, and are not guaranteed to be covered by insurance.
- **Allergen immunotherapy** will continue, with increased shot intervals, to limit patient exposure to the office and other patients.
  - Shots once a week → Shots every 2 weeks
  - Shots once every 2-3 weeks → Shots every 4 weeks
  - Shots every 4 weeks → Shots every 6 weeks
- **Starting Monday April 13<sup>th</sup>, shots will be offered only at these dates/times:**  
**Monday 2-6:30pm    Wednesday 2-6:30pm    Friday 9-11:30am**
- Venom immunotherapy and Biologic shot administration will continue but will be asked to be administered during our new injection dates/times.
- The mandatory 30 minute waiting time post injections will continue in the waiting room with a maximum of three patients present in the waiting room at a time. Patients will be asked to come to the office entrance and wait outside of the office space if there are already three patients in the waiting room, until a vacancy opens up.
- Staff will be screened regarding their own health before coming to work. We have instituted social distancing in the office. Shared spaces and individual rooms will be cleaned regularly. Individual examination rooms will be cleaned between every patient encounter.
- Minor patients should be only accompanied by one adult. Siblings should remain home, unless they are also receiving care at the same visit time.

Thank you for your understanding and working with us during this difficult time.

Dr. Lantner and Dr. Gandhi