



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 3/18/2020, Western Springs Asthma & Allergy will remain open. 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 video or phone call, based off your availability. A credit card will be collected for payment and insurance (if eligible) will be run thereafter. Our office will reimburse, to the patient, any payment made by insurance. Please inquire about our fee schedule at the time of making your appointment.
- **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
- There will be no change to our venom immunotherapy or biologic shot administration.
- The mandatory 30 minute waiting time post injections will occur in patient's cars. Patients are to check out in our office after their wait time is completed.
- Staff will be screened regarding their own health before coming to work. Higher risk staff are being asked to stay home and are being paid. Shared spaces and individual rooms will be cleaned regularly. Individual examination rooms will be cleaned between every patient encounter.
- Patients who do come to the office will receive screening via their text reminder for their visits, over the phone when making appointments and before entering our office space. Nurses will triage the screen and the physician will determine if the patient is safe to proceed with their visit inside our office.
- 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