



Western Springs Asthma & Allergy

Renee Lantner, MD

Chhavi Gandhi, MD

Board-Certified in Allergy/Immunology for Adults and Children

5600 Wolf Road, Suite 135 Western Springs, IL 60558

Tel: (708) 246-4515 • Fax: (708) 246-4502

Patients must read and agree to this consent to have a telehealth visit.

By checking into your appointment you consent to have read and agree to the terms below

- Western Springs Asthma & Allergy is offering telehealth services to patients to address medical concerns while avoiding exposure to the public/medical offices during the COVID-19 pandemic.
- We are being encouraged by the Centers for Disease Control, the World Health Organization and the American Academy of Allergy Asthma and Immunology to offer telehealth visits to all of our patients, for most concerns, in lieu of in-office visits.
- We offer telehealth visits with a direct video/audio platform for patients, that is HIPAA compliant, through Doxy.me. For patients that do not have access to video, an audio only (telephone call) can be used, but is not preferred.
- While this service is being encouraged, insurance companies have expanded their coverage for this service.
 - When the appointment is scheduled:
 - Insurance card information will be collected/updated to be used.
 - If you have HMO insurance and want us to use it towards your visit, we may not be able to without a referral. It is the patient's responsibility to find out if a referral is needed from your primary physician for specialty care visits.
 - A no show fee will be charged if the patient does not check in to the appointment as scheduled: \$35 for a return visit, \$65 for a new visit. This fee is not covered by insurance, is the patient responsibility, and cannot be applied to a future visit.
- The patient agrees to an audio and video telecommunication (or audio communication only), in lieu of in-person visit, due to the COVID-19 pandemic.
- The patient is responsible for his/her electronic equipment to have this telecommunication
 - For Audio/Video: smart phone with audio/video capability, computer with camera and microphone
 - For Audio only: telephone and be able to hear conversations clearly

Acknowledgement of Notice of Privacy Practices

Under the Health Insurance Portability Accountability Act (HIPAA) of 1996, you have certain rights to privacy in regards to your personal health information.

You can view it on the practice website (westernspringsallergy.com on "Our Practice" page). You have a right to request in writing how your personal health information is disclosed; you can revoke this consent in writing, except to the extent actions were taken in the past that relied on this consent.

Personal Health Information Release

If you give your consent for the practice to contact you by voicemail and to leave messages with your medical information, please have the best phone number to do this on. If you are an established patient, you agree to use the information you previously supplied in our office.

To prepare for your visit

- Before your visit, please review these pages and call our office with any questions,
- Check that your audio/video equipment is working well, that it has enough charge for the visit and that you are in an area where clear communication can occur. Feel free to use headphones during the visit.
- Prior records: if you feel these would help for the visit, including allergy testing, breathing tests, CT scans or X-rays, etc. please have them forwarded by fax (708-246-4502) at least two days before the visit; a Records Release form is available on our website to request records directly from your prior office
- Reason for visit: Have all your concerns and questions ready to make your telehealth visit as productive as possible
- Medication names: Please have the names of ALL prescription and non-prescription medicines and their doses, both current ones and those recently taken. These will be reviewed by the physician during your telehealth visit
- Check-in online to your appointment 5 minutes before your scheduled time.
 - Go to www.westernspringsallergy.com.
 - Click on the "Telehealth Visits"
 - "Enter waiting room" with the physician you have an appointment with.
 - The physician will respond as soon as she is available. Keep in mind that the physician might be finishing up with a patient before you.