



Allergy Asthma & Sinus Center, P.C.

Board Certified
in
Allergy and Immunology

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MEMORANDUM

TO: _____

FROM: BRENDA HATFIELD, ADMINISTRATOR

First of all, I would like to welcome you as a new patient to Allergy, Asthma & Sinus Center, P.C. (AASC). We appreciate you choosing our practice for your care. We value your time and consider our time just as important. We work very hard to ensure minimal wait time for all patients. (If you are seeing us after several years, you are scheduled as a New Patient). We do have several issues that need to be followed. This is not for one patient, but all patients we treat.

IT IS IMPERATIVE FOR YOU TO DISCONTINUE ANY DRUGS CONTAINING ANY FORM OF ANTIHISTAMINE ONE WEEK PRIOR TO YOUR VISIT. IF YOU ARE UNSURE OF YOUR MEDICATIONS, YOUR PHARMACIST CAN ASSIST YOU OR YOU CAN CALL OUR OFFICE. PLEASE ASK YOUR PHARMACIST BEFORE CALLING US. I AM ATTACHING A LIST OF SOME OF THE MEDICATIONS WITH THE HOPE IT WILL HELP YOU TO KNOW WHICH MEDICATION TO DISCONTINUE FOR 1 WEEK.

IT IS ALSO IMPERATIVE YOU CANCEL YOUR APPOINTMENT IF YOU ARE UNABLE TO KEEP IT. WE WANT AT LEAST A 1 WEEK NOTICE SO WE CAN PUT ANOTHER PATIENT IN YOUR SLOT. WE DO UNDERSTAND TRUE EMERGENCIES AT THE LAST MINUTE, BUT IT NEEDS TO BE A TRUE EMERGENCY. OUR NEW PATIENT SLOTS ARE ALLOTTED MORE TIME THAN A REGULAR VISIT, SO IF YOU DON'T KEEP YOUR APPOINTMENT IT CREATES SCHEDULING PROBLEMS. IF YOU DON'T KEEP YOUR APPOINTMENT AND DO NOT CANCEL WITHIN 1 WEEK, YOU WILL BE GIVEN ONLY ONE OTHER CHANCE TO SCHEDULE WITH US. AS I STATED IN THE FIRST PARAGRAPH WE RESPECT YOUR TIME, AND ASK YOU TO RESPECT OURS.

*** Once you are an established patient, the same cancellation policy is required.

When scheduling your appointment, you should listen closely to our appointment scheduler and what is expected before your initial appointment. We need all your identifying information to schedule your appointment in the correct time slot. The physicians schedule patients according to specific problems. If you were referred by your primary care doctor and they made your appointment for you, please call our office to ensure we have all the necessary information for you. We have 5 offices, so

please look to the side of the letterhead and call the office at which you will be seen. When the telephone attendant gives you options, please select APPOINTMENTS.

Please have your paperwork filled out correctly before your appointment. If you have any other information, please give to the receptionist when you check in. You will be required to present photo ID and your insurance card or cards if you are covered by more than one insurance company. We will file your claim for your primary and secondary insurance. You will be expected to pay any portion not covered by your insurance at the time of your first visit. If you cannot pay, please call us to reschedule until you can meet our financial requirements. We verify eligibility before your visit and you should do the same. You can call or go online to obtain this information. If you do not have any insurance, you will be expected to pay the entire visit. We accept cash, debit cards, health care savings or HSA. We also accept all major credit cards.

If you change your telephone number it is necessary for us to have a current number to reach you. If we don't have the correct number, it is impossible to return calls or to call you to verify information and appointments. We call all new patients to verify their appointment before their appointment. This is just a friendly reminder. It is still your responsibility to follow our cancellation policy.

If you have any questions, please don't hesitate to call us.

Sincerely,

Brenda Hatfield
Administrator