

Appointment for:

Date:

Time:

## Allergy/Asthma Specialists W. MI

Vincent Dubravec, MD, FAAAAI

Board Certified in Pediatric & Adult Allergy-Immunology

5055 Plainfield NE, Suite C

UMH Med Specialty Clinic

Grand Rapids, MI, 49525

Greenville, MI 48838

tel: (616)-988-8515 • fax: (616)-988-8512

[www.MyAllergyAsthma.com](http://www.MyAllergyAsthma.com)

**General  
Information  
For Our  
Patients**

### Welcome to our practice!

We are pleased that you have chosen us to help you. Our most important goal is compassionate and quality care for our patients at all times. This pamphlet is designed to introduce you to our clinic. Please visit our website for more details.

### What type of doctor is an allergist?

An allergist is a doctor who specializes in disorders of the immune system. Allergists are sometimes referred to as allergist/immunologists or clinical immunologists. An allergist has completed medical school and subspecialty training in this field of medicine. Allergic diseases are a group of disorders of the immune system.

### What are some major diseases that allergists focus on?

This list includes hay fever (also called allergic rhinitis), asthma, hives, drug and food allergy, insect sting allergy, chronic sinus problems, and other disorders of the immune system.

### Office Hours

The office hours have been set as below but are subject to change as the practice develops. Allergy shot patients are encouraged to check with us regularly for changes in the schedule, and our staff will make every effort to notify our allergy shot patients of our clinic hours.

### Office Hours:

Phone hours Mon-Fri 9-5.

### Shot Hours (Grand Rapids):

Monday 9:15-11:30 and 1-4:30

Tuesday 9:15-5:30

Thursday 9:15-11:30 & 1-4:30

*We can also arrange for shots at Greenville clinic [see website] or with PCP if available.*

### Appointments

Patients are seen by appointment. We try to adhere closely to our scheduled office appointments, although emergency situations and unanticipated delays may cause us to get behind schedule from time to time. When you make an appointment for allergy testing, please allow 2-3 hours for your visit and **wear a short sleeve shirt.**

When you need to see a physician on short notice, we recommend you contact your primary care physician. Our intention is not to take the place of, nor to become your primary care provider. Your care will still be guided by your referring physician in conjunction with Dr. Dubravec, ultimately providing you with complete treatment options. If your primary care physician is unable to see you, we will do everything possible to meet your needs.

### Your Visit

**Please note that all patients less than 18 years of age must have a parent or guardian present for the entire visit.**

When you arrive, our staff will register you in our clinic.

One of our staff will then discuss the medical condition(s) that brought you to see us. We will measure your vital signs (i.e., pulse, blood pressure). Dr. Dubravec will meet you, discuss the medical condition(s) that brought you to see us, and examine you. He will discuss any procedures (such as skin tests or breathing tests) that he recommends, then our nurses will complete the selected testing. Dr. Dubravec will return to discuss the test results with you.

### **TO BE TESTED**

#### **Before your visit: STOP**

-antihistamines 7 days before

-over the counter GE reflux

medication (Pepcid, Axid,

Zantac, Tagamet) 1 day prior

**\*\*CALL US IF NOT SURE\*\***

#### **DO NOT STOP**

-Asthma medication (including Singulair)

-Heart medication

-Nasal Allergy sprays

-Eye drops

### What is Skin Testing?

Skin testing involves scratching the skin or injecting the skin with substances that patients may be allergic to. It is quick and easy to perform, and results from skin testing are noted within 20 minutes of having them placed on the skin. Please note that not all patients who visit an allergist will need skin testing, but most patients with allergic disease will require skin testing.

### Telephone Calls

All patients are encouraged to call during office hours with any questions relating to allergy problems. Our staff is

trained to answer your questions based on the content of the questions. Dr. Dubravec is unable to be interrupted from patient examinations for non-emergency telephone calls. If your call is of a non-emergent nature, we may take your number and return your call. Should you need a refill of a prescription, please ask your pharmacist to call for approval during our regular office hours.

### Emergencies

For all emergencies, we recommend you contact your primary care doctor or call 911. If you call us during business hours, your call will be forwarded immediately to one of our staff who will consult with Dr. Dubravec. Our staff or Dr. Dubravec will then give you instructions for your care. For life-threatening emergencies, call Emergency Medical Services at 911, and then contact the office. If you call our office number after business hours, you will receive assistance and instructions to resolve your concerns.

### Follow-up Visits

It is very important in the care of allergy patients for you to have regular follow-up visits. For patients who receive allergy shots, Dr. Dubravec

will request that patients return periodically during the first year of shots and then every 6-12 months thereafter to monitor the therapy. These are usually short visits that do not require a lot of time or further testing. Re-testing may be completed to assess patients if they have completed a course of shots or need re-testing based on their symptoms.

Patients with asthma will need to be seen more often based on the severity of the asthma.

### Insurance and Billing

**Prior to your appointment, please check with your insurance carrier for your benefit allowance. You are responsible for any co-pays, co-insurance, cost share or deductibles. Please be aware that insurance reimbursement is a matter between you and your insurance company. You the patient are responsible for any amount that the insurance does not pay. Our staff is dedicated to assist you so that you will receive your maximum insurance benefits.**

**If you end with an outstanding balance they are due 30 days after your insurance payment.**

**We accept payments by Discover, MasterCard, Visa, Money Orders, Check, or Cash.**

**If unable to pay in full please contact our office to set up a Monthly payment arrangement to avoid being sent to collection.**

### Referrals

If your insurance requires a referral from a primary care physician, it is your responsibility to have the referral sent to us prior to services being rendered. If a current referral is not on file in the office, you will assume responsibility for the bill. You will be asked to sign a waiver or reschedule your appointment.

### \*Cancellation Policy\*

If you need to cancel or reschedule your appointment, we ask that you give us a minimum of 24 hours notice. This will give us the opportunity to utilize this time slot to care for other patients.

**What if I have further questions? Please call or stop by and talk to one of our staff. We will be happy to help you.**

**E. BELTLINE:** take PLAINFIELD AVE, go 0.2 miles, go onto Plainfield SERVICE ROAD just past the JEWELRY store on the RIGHT, to 5055 Plainfield, in GRAND RIVER COMMONS.

**Going EAST on I-96:** take PLAINFIELD AVE exit- turn RIGHT (NE) onto Plainfield, go 3.5 miles (just past Coit-on the left is Plainfield SERVICE ROAD.)

**Going WEST on I-96:** take PLAINFIELD AVE exit- turn LEFT (NE) onto Plainfield, go 3.5 miles (just past Coit-on the left is Plainfield SERVICE ROAD.)

**From Big Rapids: 131 SOUTH** to exit 95 (POST) toward BELMONT. Turn LEFT onto POST DR. Post Dr will turn into JUPITER. Just over the river Turn LEFT onto COIT, go about 1 mile. Turn LEFT onto PLAINFIELD, then an immediate LEFT into the Plainfield SERVICE ROAD.

