

Chicago Family Asthma & Allergy, SC
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COVID-19/Coronavirus Questions Related to Our Practice

- Our **office hours** moving through this COVID-19 time are **9 am to 5 pm Monday through Friday** until further notice (**last allergy shot given at 4:30 pm**). We will not be open Saturdays during this time. You do not need to call to cancel an appointment if you already have an appointment outside of the above hours.
- We are current scheduling new and established patients for video conference “televisits”, which are typically covered by insurance as office visits.
 - The video conference is pretty easy and performed through our electronic medical record Patient Portal or the “healow” app.
 - The charge for televisits will be submitted to your insurance company as a usual office visit. If any of that charge is not covered by insurance, the balance will be the patient responsibility.
 - For those unable to schedule a televisit but would like a telephone conversation with a practitioner, these may be scheduled as telephone encounters. The charge will be submitted to your insurance company but may not be covered at all or the same as a televisit. If any of that charge is not covered by insurance, the balance will be the patient responsibility, with charges as follows:
 - 10 minutes or less: \$40
 - 11 to 20 minutes: \$50
 - 21 or more minutes: \$75
- If you are receiving allergy shots (aka allergy immunotherapy), please call us to know your options for how to continue, to modify, or to discontinue shots during this time.
- For thorough answers to most questions and for updated recommendations for specific locations or situations, please see the Coronavirus sections on the CDC website at www.cdc.gov and the Chicago Department of Public Health at <https://www.chicago.gov/city/en/depts/cdph.html>. These hit most issues with practical answers, including basic info, social isolation measures, what to do for patients who are at-risk or have symptoms, etc.
- We are following recommended medical office guidelines to keep our office staff and patients free of Coronavirus and other respiratory virus exposure.
- If you do not have a known exposure to Coronavirus but have fever or respiratory symptoms, please call our office to discuss if you should make an office visit or televisit. If we decide to make an office visit, we have the option to meet you at the door with a mask to facilitate you getting to a room without exposing others to your secretions.

- In our efforts to keep our patients and employees safe and healthy, we advise that all patients or patients' family members who have been in close contact with a confirmed case of Coronavirus call us to determine if it is better to stay home for mild to moderate illness symptoms or to seek emergency room care for severe symptoms. Close contact may be defined as within approximately six feet or within the room or care area of a known or suspected Coronavirus case for a prolonged period of time while not wearing a mask, gown, or other personal protective equipment. See the above links for more details.
- We do not have testing kits for Coronavirus. Many health departments and hospital systems have hotline numbers to call to assist with deciding if testing should be done and if hospital or home care is best. These include the Chicago Dept of Public Health (312-746-4835), Advocate-Aurora hospitals (866-443-2584), Medicaid hotline (800-889-3931), Rush University Medical Center (888-352-7874), and Northshore University HealthSystem (847-432-5849), and Lurie Children's Hospital of Chicago (312-227-5300).
- There is no evidence that prednisone or any oral steroid therapy will relieve respiratory symptoms from Coronavirus. We will continue to use oral steroid therapy when necessary for asthma attacks or exacerbations that are severe or are not responding to other therapy, and this will be determined at an office visit or televisit.