



ACADEMIC ASSOCIATES IN ALLERGY, ASTHMA AND IMMUNOLOGY

Richard F. Lockey, M.D.

Seong H. Cho, M.D.

Dennis K. Ledford, M.D.

Mark C. Glaum, M.D., Ph.D.

Amber N. Pepper, M.D.

Board Certified in Allergy and Immunology

813.971.9743

The safety of our patients and staff are our top priority. We are open for business and want our patients to know we are taking steps to help minimize the impact of the novel CORONAVIRUS illness, COVID-19, on our offices.

1. Do not come to clinic if you have a fever (temperature > 99.5° F) or have been exposed to the novel coronavirus through contacts or travel. We cannot test for influenza (the “flu”) or the coronavirus at this time. Please contact your primary care doctor. If your doctor cannot test you or you do not have a doctor, we can give you contact information for evaluation facilities.
2. If you have symptoms of a new respiratory illness or think you are “sick” without a fever, please call the office before coming in for an appointment. We will discuss your symptoms with you and determine if you should be seen by us or another facility. If you come see us, you may be asked to use a different entrance and wear a mask.
3. Even if you feel well, we may check your temperature and ask you screening questions when you check in.
4. We have spaced out chairs in our waiting rooms and removed all magazines. We are cleaning frequently used surfaces.
5. We will be offering alternative waiting options following immunotherapy injections (allergy shots) to allow for “social distancing.” More information is available about this at our offices for immunotherapy patients.
6. We ask that all patients limit the number of visitors brought with them for appointments. Unless absolutely necessary, please come alone or with one parent if the patient is a child.
7. No food or drinks are permitted in the office. Please, no exceptions.
8. If you do not wish to keep your in-person appointment, we are offering telemedicine visits. Please see the next page for detailed instructions. You can schedule a telemedicine appointment by calling our office.

Our doctors are working and seeing patients. This is an evolving situation, and we will continue to adapt our practices as needed. Our intention is to provide you with world class care with compassion. Our goal is to treat you as a family member. We will be happy to answer any questions.

Telemedicine Appointment Instructions

For all telemedicine appointments, please have your pharmacy information ready. Please also take your temperature and check your blood pressure, if possible, with home devices.

Option 1: Apple FaceTime – Dr. Pepper

The doctor will call you from an “unknown” number near the time of your appointment. The doctor will then connect via FaceTime and conduct your telehealth visit.

If you have silenced unknown calls on your iPhone, please disable this feature before your visit.

Option 2: ZOOM – Drs. Pepper and Cho

Download instructions:

- 1) If you haven't used Zoom before, you'll need to download the app on your computer or smartphone.
 - a. On a computer, click the invitation link to prompt the download. You can also download in advance by visiting zoom.us/download and downloading “Zoom Client for Meetings.”

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download

Version 4.6.8 (19178.0323)

- b. On your smartphone, you can download the Zoom app, “ZOOM for Cloud Meetings.”



- 2) Sign in using your Google account, Facebook account, or email address. **We will need this email address to contact you for your appointment.**
- 3) Before your appointment time, you will receive an email invite from an AllergyTampa yahoo account.
- 4) Click the link in the email to start your telehealth visit. Once you connect, please expect to wait about 10-20 mins for the doctor.