



ACADEMIC ASSOCIATES IN ALLERGY, ASTHMA AND IMMUNOLOGY

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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 (via telemedicine or in person) or another facility. If you come see us, you will be asked to use a different entrance and wear a mask.
3. Even if you feel well, we will check your temperature and may ask you screening questions when you check in.
4. We ask that all patients limit the number of visitors brought with them for appointments. Please come alone or with one parent if the patient is a child.
5. Please wear a mask or face covering when coming to the office.
6. No food or drinks are permitted in the office. Please, no exceptions.
7. We are 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.
8. We have spaced out chairs in our waiting rooms and removed all magazines. We are cleaning frequently used surfaces.
9. We are offering telehealth/virtual visits. Please see the next page for detailed instructions. You can schedule a telehealth (video) 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.

Telehealth/Virtual Visit Appointment Instructions

For ALL telehealth appointments:

1. Have your address, pharmacy phone number, and a complete medication list ready for the doctor.
 2. Check your temperature, blood pressure, heart rate, and oxygen level, if possible, with home devices.
 3. If you are a **new patient**, please fill out the paperwork on our Patient Portal before your appointment and email it to allergy.tampa@hushmail.com or fax it to (813) 558-9421.
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Option 1: Apple FaceTime – Drs. Pepper, Ledford, Glaum, and Lockey

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

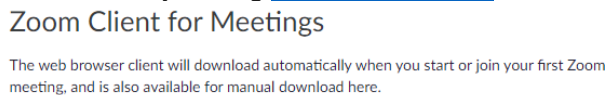
If you have silenced unknown calls on your iPhone, please disable this feature before your visit.

Option 2: Doximity Video Call – Drs. Pepper, Cho, Ledford, Glaum, and Lockey

The doctor will send a text message to your smartphone with a link to start the video visit. Follow the on-screen instructions to connect. You need a smartphone with a camera to use Doximity Video Call.

Option 3: Zoom – Drs. Pepper, Cho, Ledford, Glaum, and Lockey

- 1) If you haven't used Zoom before, you'll need to download the app on your computer or smartphone.
 - a. On a computer with a webcam, 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.”



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



- 2) Sign in using an email address. We will need this email address to contact you for your appointment.
- 3) Near your appointment time, you will receive an email invite with a link and password, likely from an AllergyTampa yahoo account.
- 4) Click the link and enter the password in the email to start your telehealth visit. Once you connect, please expect to wait several minutes for the doctor.