

**THE ALLERGY & ASTHMA CLINIC**  
**Andrew C. Engler, M.D.**  
290 Baldwin Avenue, San Mateo, California 94401  
(650) 343-4597      FAX (650) 343-3402  
[www.theallergyclinic.com](http://www.theallergyclinic.com)

NEWSLETTER

JANUARY 2010

**Please Visit our New Website**

We are pleased to announce the release of our newly redesigned website at:

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

The redesigned site includes an overview of our practice; in depth information on our services, treatments, allergy conditions and medications; frequently asked questions; patient testimonials; monthly newsletters and office contact information. We have received many positive notes and letters from our patients and would like to post some of them on our website. If you would like to have your comments posted on our site, please let us know.

Direct e-mail links to the doctor or a nurse through the website are not yet available. However, we welcome and encourage emails from our patients. Please use the following email addresses:

[doctor@theallergyclinic.com](mailto:doctor@theallergyclinic.com)

[nurse@theallergyclinic.com](mailto:nurse@theallergyclinic.com)

**New Appointment Reminder System**

Effective January 4, 2010, our office will implement its newest service for you. This service, HouseCalls, is a personalized appointment reminder system that will call your home or other designated phone number to remind you of upcoming appointments with our office.

HouseCalls will access your contact phone number and deliver an informative message pertaining to your next appointment. After you hear your appointment reminder message, HouseCalls will notify you to press '1' to confirm this appointment, press '2' to cancel your appointment, press '3' to leave a message for our office, and press '4' to replay the message.

Generally, the system will call you one or two days prior to your next appointment. To ensure that you receive your appointment reminder, we will schedule HouseCalls to call you between 11am and 1pm. If you are not available, HouseCalls will leave a message on your answering machine.

We have decided to implement HouseCalls because we feel it is important to provide a higher level of service and a more efficient means of communication. Additionally, HouseCalls will enable our entire staff to fully concentrate on serving you during your appointment. As always, you can contact our office during our regular office hours.

Please watch for upcoming news regarding optional text message and e-mail appointment reminders, which we hope to make available to those who prefer them in the very near future.

**Insurance Benefits and the New Year**

The new year brings changes to any number of health plans, deductibles and co-pays. Please review your own particular insurance situation. If there has been a change in coverage for you or a family member -- or even if you are in doubt -- please call our office. Our desire, as always, is to provide the very best medical care combined with excellent administrative care from our business staff. Together we can help you get the maximum benefits that you and your family deserve from your medical insurance carrier.

**Billing News**

In order to make payments easier and more convenient for you, our billing office is now able to keep your credit card information on file. Recurring monthly payments are also available upon request. Please contact our billing office for more information.

**H1N1 Flu Vaccines**

We have a very limited number of H1N1 flu vaccines available for our patients with respiratory allergies. Flu Shots will be given on a first come--first served basis during our H1N1 Shot Clinic Hours. Please check our website for upcoming flu shot clinic hours during the month of January.