

The Allergy & Asthma Clinic

www.TheAllergyClinic.com

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Newsletter

www.theallergyclinic.com **April 2020**

Video Visits with an Allergy and Asthma Clinic Health Care Provider are Available Now!

We now offer you secure video visits. Video visits can be a convenient way to have a live video telehealth visit and is appropriate for many types of appointments; including follow-up visits, sick visits, review of current medications, new allergy and/or asthma symptoms.

We utilize Doxy.me which uses 128-bit encryption and is HIPAA compliant. Patients are anonymous to Doxy.me. No PHI (protected health information) is recorded and any data transmitted during the virtual visit is destroyed when the call ends.



STEP 1 - CALL TO SCHEDULE YOUR TELEVISIT

Please call (650)343-4597 or (650)991-0405 to schedule your Televisit. The front office staff will obtain verbal consent from you for your visit and will let the clinical staff know you have scheduled.

STEP 2 - TECHNOLOGY AND INTERNET

Prior to your televisit, confirm you have a working smartphone, tablet, laptop, or desktop computer with a functioning camera, microphone, and speaker. You will need an adequate internet connection.

STEP 3- ANSWER THE PHONE CALL FROM OUR CLINICAL SUPPORT STAFF ABOUT TEN MINUTES PRIOR TO YOUR SCHEDULED APPOINTMENT.

The nurse will ask you some questions to make sure you are ready for your visit with the Health Care Provider.

STEP 4 – ENTER THE TELEVISIT WAITING ROOM

When your Provider is ready to see you, your link will be sent. Click on the link that you receive via text or email to check in to the virtual waiting room. When your Provider is ready to meet with you, your televisit will start. We appreciate your patience during this process.

If you have any issues or questions, call our main numbers (650)343-4597 or (650)991-0405.

How to differentiate COVID-19 from allergies

- Sneezing and runny noses are not common symptoms of COVID-19, the disease the coronavirus causes.
- It's a misconception that nasal symptoms are common — instead, the most common symptoms are fever and a dry cough.
- Allergy symptoms do NOT typically include fever, sore throat, or achiness, which have been reported in individuals infected with coronavirus.
- Allergy symptoms do typically include itchiness (itchy eyes, itchy ears, itchy nose, itchy throat), which are not typical signs of coronavirus infection



If you have any questions or concerns about your health, please schedule a Televisit with our Health Care Provider so we can help guide you through this uncertain time and help keep you and your loved ones healthy.