



NORTH TEXAS ALLERGY & ASTHMA ASSOCIATES

Locations throughout Dallas – Specializing in personalized care since 1927

T: (214) 369-1901 ~ F: (214) 369-1905 ~ W: www.texasallergy.com

E-mail: general@texasallergyonline.com

Portal: portal.texasallergyonline.com

Welcome Packet

Thank you for choosing our center for your medical care and we hope that you will find your visit informative, professional, and efficient. Our staff at North Texas Allergy & Asthma Associates excels at providing you and your family with personalized and excellent health care. Our emphasis involves intertwining education, medication and proven medical modalities to take care of your medical disorder. We specialize in the treatment of nasal & food allergies, drug issues, asthma, eye allergy, sinus disease, immune issues and allergic skin disorders.

As always, if you have any co-workers, friends, and/or family members with allergies or asthma we would love to help them feel their best. If you were pleased with our level of service, we would love to hear your feedback with a review on Google, Facebook or Zocdoc. If you encountered any problems during your visit, please call the office and ask for a member of our administration team so we can address your concerns directly and promptly. If you have any other questions, we would be happy to answer them and look forward to assisting you with your medical care. Thank you!

Sincerely,

The Providers & Staff at North Texas Allergy & Asthma Associates

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WELCOME to North Texas Allergy & Asthma Associates! We are honored that you have chosen us to be your partner in your healthcare and are confident that you have made the right decision. Please be assured that we strive to work with you in taking care of your allergy related disorders for years to come. In fact our center can trace its roots back to the 1930's (1927 to be exact). Your initial visit to our office involves a comprehensive evaluation focused on your major health concerns. This will take about 30-60 minutes. After evaluation, we may perform additional tests – which may include allergy skin testing, patch testing, rhinoscopy (looking at your nose under fiber optic camera), laboratory tests, office spirometry, and/or x-ray studies in order to come to an accurate diagnosis. Every effort will be made to explain the tentative diagnosis and initial plan during the first visit. Most of the time, the information available at the follow up visit is necessary to make the diagnosis and establish the treatment program. Please ask questions about anything that you do not understand. Many people find it helpful to bring a written list of questions. Below is helpful information regarding our clinic and our policies and procedures.

In office Appointments and Telehealth: Appointments are scheduled by calling our office, making appointments after your visit, and/or online through the patient portal/website. We prefer that future appointments are made after your first visit in office at the requested time by the Provider. For all new patients we request that you arrive at the office at **least twenty minutes** prior to your first appointment so that new patient registration forms may be completed, and your appointment can be expedited. You should receive a reminder text message, e-mail or call from our automated system 24 to 72 hours prior to your appointment, and we ask that we receive a confirmation of your plan to keep your appointment. If the scheduled appointment cannot be kept, please let us know at least 48 hours in advance so that another patient waiting for an appointment can be seen. Repeated missed appointments may result in charges.

If there is a problem between appointments, please call and we will decide together if the problem can be handled by telephone or if we need to see you in the office or via telehealth. **But please note that we are not an urgent care center.** We will do our best to accommodate you when you are not feeling well but for emergencies we ask that you seek out the appropriate center.

Office Hours: Visit our website (www.texasallergy.com) for office and shot room hours. For your convenience, we offer early morning and late afternoon hours on select days. If you are placed on injections, we even administer injections during the lunch hour.

Insurance Information: For all new patients, please provide us with your insurance information so that we can determine your benefits prior to your visit. We contract with many insurance companies through Southwest Provider Associates (SPA) and we are also Medicare and Tricare approved providers. For specific plan enrollment and benefits please check with our office. For those without insurance, we try our best to make health care affordable and thus offer non-insured discounts. Infrequently, some patients do prefer to file their own claims. If you would like to do so, please call our billing department for details, however, your visit must be paid in full with us at the time services are rendered. As always, if you have questions about your insurance benefits for the treatments provided, please discuss them with our insurance department, as well as, your insurance provider. Because it is our goal to assist you in achieving clear and accurate information with your insurance carrier, we ask that you review your benefits prior to your appointment. If there are any questions about the fees or services, please contact our office. If at any time your insurance benefits change, please provide the updated information to our billing department.

Past Due Accounts: If your account becomes past due and you are having financial difficulty, please contact the office regarding your account so that satisfactory arrangements can be made. We understand the complexities of medical care reimbursements, but timely payment ensures that our center can operate efficiently. Please refer to our insurance information (on the Registration Form) for more information regarding past due accounts.

Telephone Calls: The telephone is answered 24 hours a day either directly or with the aid of voice mail. Non-emergent issues should be made during regular office hours to 214-369-1901 (Dallas), 214-369-1907 (Downtown) or 972-596-4383 (Plano). **If you have an emergency, please call 911 and seek care at an emergency room. For urgent medical problem outside of normal business hours, please call us at 215-248-6900 and follow the prompts.** If you do not hear back from us, there has been an error and thus please call back.

Prescriptions and Refills: All medications, including refills are prescribed based on your current condition. Please call your pharmacy first to check for any refills and if none, please have your pharmacy request a refill to our office. To handle prescriptions refills in a timely manner we recommend that you request a refill when you have at least two weeks of medication still available. Follow up appointments are scheduled so that we may monitor your condition and adjust the medicines accordingly. If the last appointment was not kept, refills for a 30-day period will be given to allow time for a follow up appointment. If you have not been seen in our center for a year, an in-person follow-up appointment will be requested before the refill can be made. Please be sure to provide us with your pharmacy's phone number and update us promptly if this information changes.

Laboratory or Imaging Test Results: Laboratory and imaging test results may return at different times (some lab results may take over a week) and all results will be discussed with you once we receive the results. As each laboratory does their own billing, you should confirm any questions regarding costs with the lab and your insurance provider before your blood or other specimens are taken.

Mail Server: We have an established e-mail account to handle non-emergent messages. Please do not leave **urgent** messages or medical information on the e-mail account because messages are not encrypted or HIPAA compliant and will be answered as soon as possible (typically within 2 business days). Our e-mail account is: general@texasallergy.com

Web Portal: Access to the web portal can be found via our website, where you can also find other useful information. The Patient Portal is designed to improve Provider & patient communication and is a place where you may access your medical records. The patient portal is not designed to replace the face-to-face encounters, but rather, to supplement those encounters. Once you are registered as a patient and have provided us with your secure email, you will be assigned a username and password.



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NOTICE OF PRIVACY PRACTICES

Effective Date: January 1, 2024

Privacy Officer: Demetria Jackson

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice of Privacy Practices (the "Notice") describes the privacy practices of North Texas Allergy & Asthma Associates (NTAAA). Protected health information (PHI) is information, including demographic data, which can be used to identify you and that relates to your past, present or future physical or mental health or condition, the provision of health care to you, or the past, present or future payment for the provision of your health care. We understand the importance of privacy and are committed to maintaining the confidentiality of your PHI. We make a record of the medical care we provide and may receive such records from others. We use these records to provide or enable other health care providers to provide quality medical care, to obtain payment for services provided to you as allowed by your health plan and to enable us to meet our professional and legal obligations to operate this medical practice properly. We are required by law to maintain the privacy of PHI, to provide individuals with notice of our legal duties and privacy practices with respect to PHI, inform you of your rights and the ways we may use PHI and disclose it to others; and to notify affected individuals following a breach of unsecured PHI. This Notice describes how we may use and disclose your medical information. It also describes your rights and our legal obligations with respect to your medical information. If you have any questions about this Notice, please contact our Privacy Officer listed above.

A. How We May Use or Disclose Your PHI

NTAAA collects health information about you and stores it in an electronic health record/personal health record. This is your medical record. The medical record is the property of NTAAA, but the information in the medical record belongs to you. The law permits us to use or disclose your PHI for the following purposes:

1. Treatment: We may use your PHI and share it with other professionals who are treating you. For example, we may share your PHI with other physicians or other health care providers who will provide services that we do not provide. Or we may share PHI with a pharmacist who needs it to dispense a prescription to you, or with a laboratory that performs a test. We may also disclose PHI to members of your family or others who can help you when you are sick.

2. Payment: We may use and disclose your PHI to obtain payment for the services we provide. For example, we may give your health plan the information it requires before it will pay us. We may also disclose information to other health care providers to assist them in obtaining payment for services they have provided to you.

3. Health Care Operations: We may use and disclose your PHI to operate our medical practice, improve your care, and contact you when necessary. For example, we may use and disclose PHI to review and improve the quality of care we provide, the functioning of our online tools and services, and/or the competence and qualifications of our professional staff. Or we may use and disclose this information to get your health plan to authorize services or referrals. We may also use and disclose PHI as necessary for medical reviews, legal services and audits, including fraud and abuse detection, compliance programs, business planning and management. We may also share your PHI with our "business associates" that perform services for us. We have a written contract with each of these business associates that contains terms requiring them and their subcontractors to protect the confidentiality and security of your PHI. We may also share your information with other health care providers, health care clearinghouses or health plans that have a relationship with you, when they request this information to help them with their quality assessment and improvement activities, their patient-safety activities, their population-based efforts to improve health or reduce health care costs, their protocol development, case management or care-coordination activities, their review of competence, qualifications and performance of health care professionals, their training programs, their accreditation, certification or licensing activities, or their health care fraud and abuse detection and compliance efforts. We may also share medical information about you with the other health care providers, health care clearinghouses and health plans that participate with us in "organized health care arrangements" (OHCAs) for any of the OHCAs' health care operations. OHCAs include hospitals, provider organizations, health plans, and other entities which collectively provide health care services.

4. Electronic Health Information Exchanges: We participate in Health Information Exchanges (HIEs) in certain states to facilitate the electronic sharing of patient information between and among your healthcare providers. You do not have to participate in a HIE to receive care from us and can opt out, but opting out of an HIE does not stop us from using or sharing your information as otherwise described in this Notice. Visit our website to learn more about the HIEs we participate in and related opt-out/opt-in information. Our ability to use and share your information as described in this Notice is not affected by whether or not you participate in a HIE.

5. Appointment Reminders. We may use and disclose medical information to contact and remind you about appointments. If you are not home, we may leave this information on your answering machine or in a message left with the person answering the phone.

6. Notification and Communication with Family: We may disclose your PHI to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or, unless you had instructed us otherwise, in the event of your death. In the event of a disaster, we may disclose PHI to a relief organization so that they may coordinate these notification efforts. We may also disclose PHI to someone who is involved with your care or helps pay for your care. If you are able and available to agree or object, we will make an effort to give you the opportunity to object prior to making these disclosures, although we may disclose this information in a disaster even over your objection if we believe it is necessary to respond to the emergency circumstances. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.

7. Marketing: Provided we do not receive any payment for making these communications, we may contact you to give you information about products or services related to your treatment, case management or care coordination, or to direct or recommend other treatments, therapies, health care providers or settings of care that may be of interest to you. We may similarly describe products or services provided by this practice and tell you which health plans this practice participates in. We may also encourage you to maintain a healthy lifestyle and get recommended tests, participate in a disease management program, provide you with small gifts, tell you about government sponsored health programs or encourage you to purchase a product or service when we see you, for which we may be paid. Finally, we may receive compensation which covers our cost of reminding you to take and refill your medication, or otherwise communicate about a drug or biologic that is currently prescribed for you. We will not otherwise use or disclose your PHI for marketing purposes or accept any payment for other marketing communications without your prior written authorization. The authorization will disclose whether we receive any compensation for any marketing activity you authorize, and we will stop any future marketing activity to the extent you revoke that authorization.

8. Sale of Health Information: We will not sell your PHI without your prior written authorization. The authorization will disclose that we will receive compensation for your health information if you authorize us to sell it, and we will stop any future sales of your information to the extent that you revoke that authorization.

9. Fundraising: We may contact you for fundraising efforts, but you can tell us not to contact you again.

10. Required by Law: As required by law, we will use and disclose your PHI, but we will limit our use or disclosure to the relevant requirements of the law. When the law requires us to report abuse, neglect or domestic violence, or respond to judicial or administrative proceedings, or to law enforcement officials, we will further comply with the requirement set forth below concerning those activities.

11. Public Health: We may, and are sometimes required by law, to disclose your PHI to public health authorities for purposes related to: preventing or controlling disease, injury or disability, including but not limited to the conduct of public health surveillance such as immunization registries; reporting child, elder or dependent adult abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure.

12. Health Oversight Activities: We may, and are sometimes required by law, to disclose your PHI to health oversight agencies during audits, investigations, inspections, licensure and other proceedings, subject to the limitations imposed by law.

13. Judicial and Administrative Proceedings: We may, and are sometimes required by law, to disclose your Health Information in the course of any administrative or judicial proceeding to the extent expressly authorized by a court or administrative order. We may also disclose information about you in response to a subpoena, discovery request or other lawful process.

14. Law Enforcement: We may, and are sometimes required by law, to disclose your PHI to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order, warrant, grand jury subpoena and other law enforcement purposes. When we report suspected elder or dependent adult abuse or domestic violence, we will inform you or your personal representative promptly unless in our best professional judgment, we believe the notification would place you at risk of serious harm or would require informing a personal representative we believe is responsible for the abuse or harm.

15. Coroners: We may, and are often required by law, to disclose your PHI to coroners or medical examiners in connection with their investigations of deaths.

16. Organ or Tissue Donation: We may disclose your PHI to organizations involved in procuring, banking or transplanting organs and tissues.

17. Research: We may use and disclose your PHI for research purposes. Your medical record may be reviewed, and data included in a research study in compliance with federal and state laws. Your PHI may be reviewed in preparation for research or to notify you about research studies in which your provider may consider you a candidate or which you may have interest. In some cases, PHI may be used or disclosed for research, and no additional authorization is required from you. In some cases, an Institutional Review Board (IRB) or its designee may determine whether your authorization is necessary for your PHI to be used or disclosed for research purposes. If required, your written authorization will be requested, and you will only become a part of one of these research projects if you agree to do so and sign an authorization.

18. Public Safety: We may, and are sometimes required by law, to disclose your PHI to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

19. Specialized Government Functions: We may disclose your PHI for military or national security purposes or to correctional institutions or law enforcement officers that have you in their lawful custody.

20. Workers' Compensation: We may disclose your PHI for Workers' Compensation or other similar programs as authorized or required by law. These programs provide benefits for work-related injuries or illness.

21. Breach Notification: In the case of a breach of unsecured PHI, we will notify you as required by law. If you have provided us with a current e-mail address, we may use e-mail to communicate information related to the breach. In some circumstances our business associate may provide the notification. We may also provide notification by other methods as appropriate.

22. Change of Ownership: In the event that this medical practice is sold or merged with another organization, your health information/record will become the property of the new owner, although you will maintain the right to request that copies of your health information be transferred to another provider or medical group.

B. Other Uses or Disclosures of Your Health Information

Except as described in this Notice of Privacy Practices, this medical practice will, consistent with its legal obligations, not use or disclose your PHI without your written authorization. If you do authorize this medical practice to use or disclose your PHI for another purpose, you may revoke your authorization in writing at any time.

C. Your Health Information Rights

1. Right to Request Special Privacy Protections: You have the right to request a restriction or limitation on the PHI we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the Health Information we disclose about you to someone who is involved in your care or the payment for your care, such as a family member or friend. You must make your request in writing and tell us what information you want to limit; whether you want to limit our use, disclosure or both; and to whom you want the limits to apply, for example, only to you and your spouse. If you tell us not to disclose information to your health plan concerning health care items or services for which you paid for in full out-of-pocket, we will abide by your request, unless we must disclose the information for treatment or legal reasons. We reserve the right to accept or reject any other request and will notify you of our decision.

2. Right to Request Confidential Communications: You have the right to request that you receive your PHI in a specific way or at a specific location. For example, you may ask that we send information to a particular e-mail account or to your work address. We will comply with all reasonable requests submitted in writing which specify how or where you wish to receive these communications.

3. Right to Access: You have the right to inspect and receive a copy of your PHI, with limited exceptions, for as long as we maintain the PHI. To access your PHI, you must submit a written request detailing what information you want access to, whether you want to inspect it or get a copy of it, and if you want a copy, your preferred form and format. We will provide copies in your requested form and format if it is readily producible, or we will provide you with an alternative format you find acceptable, or if we can't agree and we maintain the record in an electronic format, we will provide in your choice of a readable electronic or hardcopy format. We will also send a copy to any other person you designate in writing. As permitted by law, we will charge a reasonable fee for providing a copy of your PHI which covers our costs for labor, supplies, postage, and if requested and agreed to in advance, the cost of preparing an explanation or summary. We may deny your request without providing you an opportunity for review under limited circumstances. In other circumstances, we may deny your request provided we give you the right to have such denials reviewed. If we deny your request to access your child's records or the records of an incapacitated adult you are representing because we believe allowing access would be reasonably likely to cause substantial harm to the patient, you will have a right to appeal our decision.

4. Right to Amend or Supplement: You have a right to request that we amend your PHI that you believe is incorrect or incomplete. You must make a request to amend it in writing and include the reasons you believe the information is inaccurate or incomplete. We are not required to change your PHI, and if we deny your request, will provide you with information about this medical practice's denial and how you can disagree with the denial. We may deny your request if we do not have the information, if we did not create the information (unless the person or entity that created the information is no longer available to make the amendment), if you would not be permitted to inspect or copy the information at issue, or if the information is accurate and complete as is. If we deny your request, you may submit a written statement of your disagreement with that decision, and we may, in turn, prepare a written rebuttal. All information related to any request to amend will be maintained and disclosed in conjunction with any subsequent disclosure of the disputed information.

5. Right to an Accounting of Disclosures: You have a right to receive an accounting of certain disclosures of your PHI made by this medical practice.

6. Right to a Paper Copy of this Notice: You have a right to a paper copy of this Notice at any time, even if you have previously requested the Notice electronically.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact our Privacy Officer listed at the top of this Notice of Privacy Practices.

D. Changes to this Notice of Privacy Practices

We reserve the right to amend this Notice of Privacy Practices at any time in the future. Until such amendment is made, we are required by law to comply with the terms of this Notice currently in effect. After an amendment is made, the revised Notice of Privacy Protections will apply to all protected health information that we maintain, regardless of when it was created or received. We will keep a copy of the current notice posted in our reception area, and a copy will be available at each appointment. We will also post the current notice on our website, www.texasallergyonline.com.

E. Complaints

Complaints about this Notice of Privacy Practices or how this medical practice handles your health information should be directed to our Privacy Officer listed at the top of this Notice of Privacy Practices.

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

Region VI - Dallas (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)

Jorge Lozano, Regional Manager

Office for Civil Rights

U.S. Department of Health and Human Services

1301 Young Street, Suite 1169

Dallas, TX 75202

Voice Phone (800) 368-1019

FAX (214) 767-0432

TDD (800) 537-7697

OCRMail@hhs.gov

The complaint form may be found at www.hhs.gov/ocr/privacy/hipaa/complaints/hipcomplaint.pdf.

You will not be penalized in any way for filing a complaint.

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Conditions of Treatment

You as a patient have the following rights and please know that all of us at North Texas Allergy & Asthma Associates (“NTAAA”) respect these rights.

- To know the name of the Provider and of the staff responsible for your care.
- To hear from your Provider, in a language you understand, your diagnosis, the treatment prescribed for you, the prognosis of your illness, and any instructions required for follow up care.
- To talk openly with your Provider.
- To know the reasons why you are given various tests and treatment and who the persons are that administer the tests.
- To know the general nature and inherent risk of any procedure or treatment prescribed for you.
- To change your mind about any procedure for which you have given consent.
- To refuse signing consent of any nature if you feel it has not been explained to you in a manner of which you understand.
- To refuse treatment and to be informed of the medical consequences of this action.
- To expect your personal privacy to be respected to the fullest extent consistent with the care prescribed for you.
- To expect all communications and other records pertaining to your care, including the course of payment for treatment, to be kept confidential.
- To request a consultation or second opinion from another Provider.
- To examine your office bill and to receive an explanation of it.
- To have family involved in your care if desired by you the patient.
- To voice any complaints or concerns without fear or intimidation.
- To know that the office is responsible for your care while a patient here, regardless of its relationship with Providers or other independent providers.

As a patient of our practice, we would greatly appreciate it if you would follow these instructions.

- To know and follow office rules and regulations.
- Do not bring weapons when you are in our office.
- To limit animals to only certified service animals required for your well-being.
- To cooperate and follow the care prescribed or recommended for you by your Provider or other members of your health care team.
- To notify your Provider or other members of the health care team if you do not understand your diagnosis, treatment, or prognosis.
- To advise the Provider or health care team of any dissatisfaction you may have about your care at the office and expect your concerns to be reviewed and addressed objectively without retribution.
- To accept your financial obligations associated with your care, such as co-pays, deductibles, or whatever your insurance does not cover.
- To be considerate of the rights of other patients.
- To treat the staff and Provider with courtesy and respect.
- To be honest and forthcoming with necessary information regarding your health.
- To keep your appointments and if unable to do so inform the office in a timely manner.
- To inform your Provider or health care team member if instructions cannot be followed and assist with a more suitable plan.
- To tell your Provider or health care team member about past illnesses, hospitalizations, medications and other matters affecting your health.
- To notify your Provider or health care team member about changes in your condition.
- To notify the Provider or health care team member if treatment or medications do not help.
- To cooperate in observing safety regulations and policies of NTAAA.
- To be considerate and respectful of clinical facilities and equipment, to assure its availability for future patients.
- To assure personal valuables and belongings.
- To inform the office of any changes to insurance or home address.