



March 23, 2020

To Our Patients:

Our wish for you is to remain healthy during the coronavirus pandemic. If your allergies and asthma are well managed, you will fare much better should you develop an acute illness such as coronavirus. It is imperative that to continue allergy shots, we make adjustments to keep everyone safe due to high risk patients with asthma and immune problems.

As always, we only see patients in the clinic without acute illnesses. If you are ill, DO NOT ENTER THE CLINIC. According to an Arkansas Department of Health directive, everyone must complete a screening and temperature check before entering the office. Only patients will be allowed to enter the clinic. If the patient is a minor, one parent /adult can accompany them. If other visitors arrive, your appointment will be rescheduled. We appreciate your understanding during this pandemic while we try to keep our patients and staff as healthy as possible.

Temporarily our shot hours have been modified: Monday, Tuesday and Thursday: 9 AM - 4 PM; Wednesday: NO SHOTS; Friday: 9 AM - Noon

TEMPORARY SHOT SIGN IN PROCEDURE: REMAIN IN VEHICLE AND TEXT 501-916-0180

To follow the current state regulations for social distancing, we are temporarily requiring shot patients to wait in their cars before and after their allergy shots.

- Upon arrival in the parking lot, please remain in your vehicle and text **501-916-0180** with your name. This will check you in for your shot(s). **Note** – This number is only to be used to check in for your shot. Do not call this number or leave other messages on this phone.
- The shot room will call you and complete screening questions over the phone regarding:
 - Did you have any problems with your last allergy shot(s)?
 - If you have asthma, are you having any symptoms like cough, wheeze, shortness of breath or have you had to use your rescue inhaler in the last 24 hours?
 - Have you had any of the following in the last 14 days?
 - fever > 100.4
 - cough, shortness of breath, flu/pneumonia symptoms
 - travel out of the state/country
 - exposure to known or possible positive COVID 19 patient
- **REMAIN IN YOUR VEHICLE** until you receive a text that it is time for your shot. Enter the marked door immediately. Your temperature will be taken and then you will proceed to the shot room for your injection! You will then be asked to remain in your vehicle for 20 minutes after your shot and return to the clinic immediately if you have any symptoms of an allergic reaction.

Doctors Building, Suite 215
500 South University
Little Rock, Arkansas 72205
Office: 501-420-1085

- We will post any updates on Instagram and Facebook. Also, make sure you are signed up with Allergy Tracker. Please Do NOT COME TO THE CLINIC IF YOU ARE SICK! Due to strict health department guidelines, if you screen positive for a cough even if due to allergy, you won't be able to receive your injection. We are available for telemedicine and phone calls beginning today. A nurse will call you back if you have a positive screen so we can address when you can come back for your injection.

Please try to stay healthy:

- Wash your hands with soap and water for at least 20 seconds frequently.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Do not touch your face.
- Take all your medications consistently as prescribed.
- If your allergy/asthma symptoms are not controlled, contact the clinic.

Coronavirus screenings:

UAMSHealth.com/healthnow

1-800-632-4502 (Both free and available 24/7 and offering daily drive-thru triage)

ACH Nurse answered 24/7 hotline 1-800-743-3616

<http://www.archildrens.org/coronavirus/coronavirus>

Thank you for your cooperation during this time. Please contact our clinic at 501-420-1085 with questions or concerns.

Sincerely,

Dr. Melissa Graham
Advanced Allergy & Asthma