

## ADDITIONAL COMMENTS:

We are aware of the high cost of medical care. Items contributing to high cost medical care are skyrocketing malpractice insurance premiums, medical supplies, and high technology diagnostic methods and therapies. Giving our patients the best care at the most reasonable cost is one of our concerns.

Hospitals and Emergency Rooms should be used only when you, as a patient, cannot be treated as an outpatient under your physician's direction. They are expensive to use.

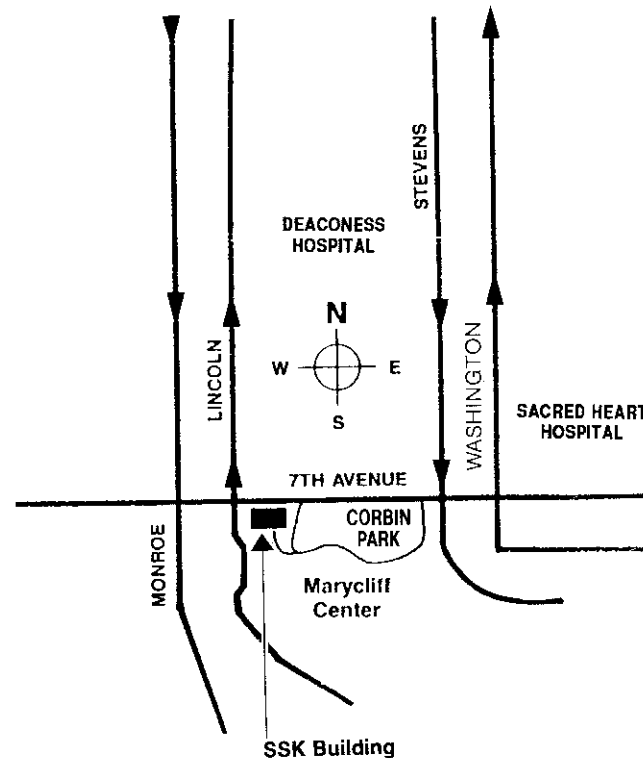
In most cases, we do physical examinations on all new patients. Even though symptoms may be confined to one area (such as the nose or lungs), the underlying allergic process affects the entire body and other disorders may be contributing to the allergic symptomatology.

We feel it is important for you to keep an open mind regarding what you read, see and hear from outside media sources regarding allergies. Much information can come from misinformed individuals, some of whom recommend alternative techniques that have not been proven to be useful or effective. Your best source of information regarding allergic diseases is from a trained and board certified allergist.

We keep a record of the health care services we provide you. You may ask to see and copy that record with appropriate authorization. We will not disclose your record to others unless you direct us to do so or unless the law authorizes or compels us to do so. Since we are a research-oriented facility, patient records may be reviewed and at times specific patient data may be used for research projects, without disclosure of patient

Because of the nature of your problem you may be asked to participate in research projects. This is strictly voluntary.

## Spokane Location



## Patient Information Pamphlet

**Marycliff Allergy Specialists, P.S.**

**Richard G. Gower, MD, FAAAAI, FACP  
Suzanne Levitch, ARNP, NPC**

Allergy, Asthma and Immunology  
Adult and Pediatric

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## INTRODUCTION

Welcome to our office. We specialize in the treatment of allergies, asthma and clinical immunology.

## OFFICE HOURS AND APPOINTMENTS

Our office hours for appointments are 9:00 A.M. to 5:00 P.M. Tuesday thru Friday. You may call anytime between these hours to schedule an appointment, as patients are seen by appointment only. We encourage you to briefly describe your problems to our staff so they can schedule accordingly. Please call as far in advance as possible

Our shot hours are 9:00 A.M. to 5:00 P.M. Tuesday thru Friday.

Bookkeeping and billing problems will be handled between the hours of 9:00 A.M. and 5:00 P.M. Tuesday thru Friday.

\* Emergency patients will be worked in during office hours

**Cancellations must be called into the office prior to appointment.**

## TELEPHONE CALLS

The telephone is an important part of any medical practice. We request that routine calls be made during office hours. If an allergy emergency arises when our office is closed, the answering service will contact the doctor on call.

## HOSPITALIZATIONS

Dr. Gower is on the staff at Sacred Heart and Deaconess.

## SPECIAL PROCEDURES

After being evaluated by Dr. Gower you may need allergy testing. The majority of our testing is done in two office calls. If you are an out-of-town patient we will try to schedule you to finish within 48 hours.

Patients who are put on a desensitization program may receive their allergy shots in our office. With a special order of antigen made for your individualized problem, this can be supplied to your family doctor or referring doctor. Antigen orders are a special mixture made for your specified problem. **Antigen orders are non-refundable.**

## FINANCIAL POLICY

In order to reduce confusion and misunderstanding between our patients and the practice, we have adopted the following financial policy. We are dedicated to providing the best possible care and service to you, including complete understanding of your financial responsibilities. Should you have any questions about the policy, please feel free to discuss them with our office manager or billing supervisor.

Unless other arrangements have been made in advance by either yourself or your health coverage carrier, full payment is due at the time of service. For your convenience we will accept cash, check, VISA and MasterCard.

## YOUR INSURANCE

We have made prior arrangements with many insurance carriers and other health plans to accept an assignment of benefits. We will bill those plans for whom we have an agreement and will only require you to pay the authorized copayment at the time of service.

It is the policy of our office to collect the copayment when you arrive for your appointment.

If you have insurance coverage with a plan with which we do not have a prior agreement, we will prepare and send the claim for you on an assigned basis. This means your insurer may send the payment directly to you. If this

occurs please endorse the check and send it with the explanation of benefits to our office. In the event your health plan determines a service to be "not covered", you will be responsible for the complete charge. Payment is due upon receipt of the statement from our office.

## MINOR PATIENTS

For all services rendered to minor patients we will look to the adult accompanying the patient and the parent or guardian with custody for payment.

## PROFESSIONAL AFFILIATIONS

American College of Allergy & Immunology, Fellow

American College of Physicians, Fellow

American Lung Association

Intermountain West Allergy Association

Phi Beta Kappa

Spokane Society of Internal Medicine

Washington State Society of Internal Medicine

American College of Pediatrics American

Medical Association Washington State

Medical Society Washington State Allergy

Society Spokane County Medical Society

Western Allergy Society American Board

Certified, Allergy and Immunology



We deeply appreciate the trust you have placed in us. We feel the physician-patient relationship is special and requires mutual respect. The interchange between us is a private matter.