

Department of Pediatrics
Division of Pediatric Allergy & Immunology
500 University Drive
P.O. Box 850, HS 83
Hershey, PA 17033

PEDIATRIC ALLERGY AND IMMUNOLOGY

For Hershey and <u>ALL</u> Outpatient Clinics (including Lancaster and State College) Please follow the same protocol

Welcome to the Division of Pediatric Allergy and Immunology. Our administrative office hours are Monday through Friday, 8am to 4:30pm. The administrative office is closed on weekends and major holidays throughout the year. Our providers are Tracy Fausnight, M.D., Alexandra Horwitz., M.D., Pooja Jhaveri, M.D. and Audrey Birster, CRNP. The following information is provided to assist you with any questions you may have.

FOR LIFE-THREATENING EMERGENCIES, PLEASE CALL 911

<u>MEDICAL QUESTIONS/SICK CALLS</u>: If you have any medical questions, if your child is sick or is having asthma difficulty, please call our Patient Care Coordinators, Cindy Luttman or Mindy Weaver at 717-531-1846, Option #4.

AFTER HOURS: If your call is after business hours or on a weekend, please call 717-531-1846, Option #5 to be connected to our nurse triage center. A nurse will triage the problem, give recommendations, or if required, will contact the On-Call Allergy and Immunology physician.

<u>SCHEDULING:</u> When calling to schedule, reschedule or cancel an appointment, please call the pediatric scheduling line at 717-531-1846, Option #1, or our toll free # 1-800-204-0035 ext 6807. **If you cannot keep your scheduled appointment, please call our office to reschedule or cancel, preferably 48 hours in advance**

PRESCRIPTION REFILLS: It is always best to refill prescriptions at your clinic visit. If you need a prescription refill before your next appointment and you have been seen within the past year, please call our 24 hour Script Line, 717-531-1846, Option #3. Prescriptions are called into your pharmacy with 24-48 business hours.

PRIOR-AUTHORIZATIONS: For prior-authorizations please call the main number 717-531-1846 Option #4 to be connected to our Patient Care Coordinators. Please allow 2 weeks for authorizations to be completed.

TEST RESULTS, ALL OTHER MEDICAL CONCERNS: Most test results will be mailed to your home. Remember that many labs may take up to 2 weeks for all results to be available. It may take even longer if the labs were done outside our facility. Call our main line at 717-531-1846, Option #4 to be connected to our Patient Care Coordinators.

BILLING QUESTIONS: All billing inquiries should be directed to our Patient Financial services at 717-531-5069

THANK YOU! We look forward to caring for your child. ©