



## Illinois Allergy & Asthma Specialists, SC

Dr. Vivian Chou ♦ Dr. Amishi Murthy  
COS Building ♦ 2500 Ridge Ave ♦ Suite 211A ♦ Evanston, IL 60201  
3000 Halsted Street ♦ Suite 724 ♦ Chicago, IL 60657  
Phone (847) 328-7909 ♦ Fax (847) 328-7919

Dear Patients,

Amid the growing concern for COVID-19 and to minimize community spread, we are offering telemedicine in addition to in-person office visits. You will still have access to visit our doctors via telehealth appointments online, discuss any concerns, and refill your medications. Office visits can be conducted via a HIPAA compliant online portal. Please call our office at (847) 328-7909 to schedule this. We will offer the following services:

**Return visits:** These will be conducted online via webcam or in person to answer all of your questions and to determine what medications are needed and a plan of care. Please call the office to determine which is the best option to fit your needs. Due to safety reasons, we are unable to offer nebulizer treatments or pulmonary function tests in the office at this time.

**New patient visits:** Depending on your symptoms, you will either be able to have a visit in-person or on-line via a HIPAA secure platform. Please call the office to determine which is the best and safest option to fit your needs.

**Traditional in-person visits:** In-person visits and skin testing are offered, with only one parent allowed (no siblings) for pediatric patients. Masks must be worn for all people > 2years old, and temperature screenings are performed before entry into the office.

**Traditional phone calls:** Due to the overwhelming amount of phone calls we are receiving, we are asking for anyone with specific, patient-related questions and/or concerns regarding COVID-19 to schedule a conversation with one of the providers as a telephone appointment. The charge for telephone consults will be submitted to your insurance company. If any of that charge is not covered by insurance, the balance will be the patient responsibility. Charges are as follows:

- o 10 minutes or less: \$50
- o 11 to 20 minutes: \$70
- o 21 or more minutes: \$90

We hope you will all remain safe and avoid social gatherings as instructed. While most individuals infected with COVID-19 are mildly symptomatic, it is important to be mindful of those most susceptible to the virus-the elderly, the immune-compromised, and those with chronic illness, such as diabetes. Severe cases have also been reported in the young and middle-aged adults, so please adhere to the “social distancing” and mask-wearing recommendations. Please stay tuned for further updates from us as the situation unfolds and evolves. We are grateful for your understanding and flexibility during this time.

Sincerely,  
Vivian Chou, MD and Amishi Murthy, MD  
Illinois Allergy and Asthma Specialists