



# PATIENTGRAM

Newsletter

April 2021

## ACT has COVID vaccine available

Effective immediately, we are administering Moderna vaccine to current patients on Wednesdays, by appointment only. If you are interested in receiving the vaccine, please contact our office and ask to speak with or select the option for "Nurse Line" to schedule your appointment time.

Things to keep in mind:

- Regardless of the city mandate status, anyone entering our clinic is **REQUIRED** to **WEAR** a **MASK** at all times
- Only patients 18 years and older are eligible to receive the Moderna vaccine
- Bring a photo ID and insurance card with you to the appointment
- You cannot receive an allergy injection 48 hours before or after receiving the vaccine
- The appointment for your second dose (28 days later) will be made at the time you check in for the first dose
- Be prepared to wait a minimum of 15 minutes after the vaccination for monitoring

## Waiting for that call back?

Allergy Clinic of Tulsa has a formal Quality Improvement Program. The program requires we solicit feedback and then act on that feedback, especially when it comes from patients.

We have streamlined our "call tree" in an attempt to get the caller to the best department that can assist with their issue. In working with our schedulers, we have found that often when a call cannot be returned it is due to one or more of the following reasons:

1. When the call was returned, the call was not picked up and there is no voicemail set up.
2. When the call was returned, the call was not picked up and the voicemail box is full.
3. The person calling ACT called while driving and could not be heard due to background or road noise. (This is also true when calls are from a busy mom and there are children in the background playing/talking.)
4. The person calling is in a hurry and speaks so quickly we are not able to understand the message or the phone number.
5. Often the caller fails to leave a number at all, and if they are not in our system we have no way to know how to reach them

# Celebrating 30 years



Stacy started her journey at ACT on April 8, 1991. She had only planned on being at the clinic a short time because she had just graduated college with a teaching degree. 30 Years later, she is still an important part of our team (family). She started at front desk of the Utica location, when there were only 2 physicians. During her tenure with ACT, she has taken triage calls, pharmacy refills, checked patients in and out, verified benefits, and was previously the Branch Manager at Utica. Over the years, she has been instrumental in helping the physicians on a personal level, taking kiddos to dental appointments, picking up in-laws from the airport for the arrival of baby Cameron (Love) and picking up kiddos from elementary school. Not only has Stacy seen the addition of several physicians, but several branches added as well. If you have ever wondered why the Mingo front desk is so tall, it was built with Stacy in mind!

Since 2016, Stacy has been the receptionist at the Olympia location and loves the position. She is also the primary trainer for all new front office staff members - an invaluable service to promote consistency in job performance across all five clinic locations!! She says she has seen a lot in 30 years, and someone actually suggested she write a book and name it "As the Clinic Turns"!

Thank you Stacy for your dedication.

Cheers to 30 years!

## Celebrating 20 years of Fabulous

Lori Plotts has been with the Allergy clinic of Tulsa for 20 years. Lori was originally hired at ACT as a closing nurse for Dr. Naimeh. After 2 years, she decided to become one of the best triage nurses ACT has ever had. For 18 years Lori has shown kindness and care for ACT patients over the phone.

She brings calm to someone in distress or fear. She goes above and beyond to meet the patients' needs. She has taken on several new roles at ACT; In August of 2017 Lori became the branch manager at the Allergy Clinic of Tulsa Utica location.

She also assists in CMS, COVID Clinic and she goes above and beyond for the staff at Utica. She plays a huge part in the Leadership team here at ACT. She excels in all she does. From all of us here at ACT thanks for a Fabulous job.



## Attention:

It is very important that the patient presents a copy of their insurance card for billing purposes. The insurance card contains valuable information we need for claims to go out properly (mailing address, group number, payer ID, etc.). If this information is not obtained, there is a chance your claims could be denied.

### Contact Us

Give us a call for more information about our services.

#### Allergy Clinic of Tulsa

Local: (918) 307-1613

Toll Free: (800) 475-1124

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Visit us on the web at

[www.allergyclinicoftulsa.com](http://www.allergyclinicoftulsa.com)

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