



The time is finally here! Check out what to expect from our new digital patient experience as we become AllerVie Health.

In two weeks, we will officially change our name to AllerVie Health and transition to a new digital patient experience.

Our team is thrilled to dig in and learn all the ins and outs of our new EMR system so we can better and more efficiently serve you! **To ensure we set aside the proper time for our staff to train and get everything ready, we will have several temporary clinic closures along the way.** Feel free to come in before or after these dates, and we will make sure you are well taken care of!

If you have any questions about these exciting changes, please feel free to call our offices directly or visit www.allervie.com to learn more.

General Schedule for Week of 9/15/25

Mon, September 15	Tues, September 16	Wed, September 17	Thurs, September 18	Fri, September 19
CLOSED ALL DAY All clinics will be closed for staff training	NORMAL CLINIC SCHEDULE All clinics will resume normal business hours, with reduced availability <i>Please be patient with us while we get used to the new system!</i>	NORMAL CLINIC SCHEDULE All clinics will resume normal business hours, with reduced availability <i>Please be patient with us while we get used to the new system!</i>	NORMAL CLINIC SCHEDULE All clinics will resume normal business hours, with reduced availability <i>Please be patient with us while we get used to the new system!</i>	NORMAL CLINIC SCHEDULE All clinics will resume normal business hours, with reduced availability <i>Please be patient with us while we get used to the new system!</i>

What To Expect with the New Digital Patient Experience – Coming September 15

- As part of our new system, you'll begin to receive **automated patient appointment reminders** via text message or email, as you select your communication preferences with us.
- The next time you have an appointment, we'll help you **register for our new online patient portal and mobile app** where you can view your health record electronically, conveniently view/request medication refills, securely message your care team, view/request your appointments, and more.
- Once you have access to the patient portal, **you'll want to verify your personal contact information** (address, email, phone, etc.), so we can stay in touch and send you important information about your health.

- **You'll soon be able to submit a medication refill request through the patient portal** and we will work with your pharmacy on file to refill your medications. You can also contact your pharmacy directly to request a refill and expedite the process! This is the fastest way to refill your prescription as it reduces the time between your patient portal request and us contacting the pharmacy on your behalf.

**To learn more about our patient portal, please visit allervie.com/digital-patient-experience.*

New Allergy Injection Check-In Process – Beginning September 15

Starting September 15, we are updating the way you check in for your routine allergy injections to streamline patient flow and make the process quicker and easier.

At your first injection appointment, *after September 15*, you will receive a key card. This card includes:

- **A barcode** on one side, which you will scan at the front desk to check in.
- **A QR code** on the other side, which links to our web page that shows clinic closure notices and important clinic updates.

How it works:

1. When you arrive for your injection, simply scan your key card at the front desk. This will automatically add you to the allergy injection waitlist.
2. When it's your turn, a staff member will call you back for your injection.

We ask that you bring your key card to every injection appointment. If you forget your card, you may check in using the IMS Care App or by asking the front desk staff for assistance.

**You should receive one of these cards during your first allergy injection after September 15. If you do not, please ask the front desk and they'll provide one for you.*

Reverify Your Insurance on File

If your last appointment was before **September 15, 2025**, you'll need to re-verify your insurance with the front desk when you come to see us next. Make sure you bring your insurance card with you for your next visit with us!

Reminder! Most insurance policies don't require a referral to see an allergy specialist. We'll continue to accept a comprehensive [list of insurance](#) providers, just as we always have, and don't anticipate any changes at this time.

NEW Billing Number

Our dedicated billing service allows you to call directly regarding questions about billing statements, pay bills over the phone, and set up payment plans.

All new patients and services provided **after September 15, 2025**, will be coordinated through our billing team at our new phone number: **1.866.238.0278**. For the fastest resolution, please call the phone number printed on your billing statement for support. More information about this can be found at billpay.allervie.com or on your [location page on allervie.com](#).

We Are Officially AllerVie Health

Our local website allergy-asthmacare.com, already redirects to allervie.com. Moving forward, it will instead redirect to a dedicated hub for our Ohio clinics. From this hub, you'll be able to easily access individual clinic pages, where you can quickly find important business information and patient resources specific to your care.

AllerVie Health

Anderson: 513.624.6600

Clifton: 513.861.2323

Kenwood: 513.791.1143

Springdale: 513.671.6707

West Chester: 513.777.7097

