



University Life Division  
Student Health Service

August 2009

Dear Allergy Patient,

Welcome to the UPenn Student Health Allergy Clinic. Our hours this fall are:

### **ALLERGY HOURS FOR THE ACADEMIC YEAR 2009-2010**

<b>DAY</b>	<b>TIME</b>
<b>Monday</b>	<b>9:15 AM- 11:30 AM 2:00-3:00 PM</b>
<b>Tuesday</b>	<b>9:15 AM- 11:30 AM 2:00-3:00 PM</b>
<b>Wednesday</b>	<b>9:15 AM- 11:30 AM 2:00-3:00 PM</b>
<b>Thursday</b>	<b>11:00 AM-12:00 PM 2:00-3:00 PM</b>
<b>Friday</b>	<b>9:15 AM- 11:30 AM 2:00-3:00 PM</b>

- Let us know of any special circumstances and we will try to accommodate.

We know that UPenn students are extremely busy, and we do our best to accommodate everyone's schedule. Our staff, however, is concerned first and foremost with patient safety. Therefore, we ask that you comply with our following allergy desensitization policy, in order to ensure your safe, efficient, and effective care.

#### **NEW PATIENTS-HOW TO GET STARTED**

- 1) Take the attached allergy form to your allergist, and have it completed and signed.
  - All orders and forms must be completed in legible English.
  - Please return all forms to Student Health with serums at your appointment.
  - To keep all materials together, faxing is not recommended.

\*We cannot administer allergy injections until this form is properly completed and received. This is to ensure proper communication of information for your safety.
- 2) New allergy patients: Call Student Health 215-746-3535 (press option 2) to schedule an initial intake with an allergy nurse.
- 3) Bring your Dr.'s orders, completed form and refrigerated allergy serums to UPenn Student Health. Serum labels must be in legible English.
  - \* Please DO NOT have the serum mailed to UPenn Student Health.

## GETTING YOUR ALLERGY SHOTS

- 1) Make your appointments for the entire semester at the beginning of the semester, to the best of your ability.
  - Try to make them for the same day of the week. This will increase the chance that the same nurse is administering your allergy shot.
- 2) Know your allergist's office hours and schedule your appointment with us on days and times that the allergist's office is open. We must be able to communicate with your allergist in English during your appointment. Please consider time zone changes when making your appointments.
- 3) All allergy serum recipients will be required to check out with the allergy nurse, a full 30 minutes after administration. Thirty minutes is the mandatory waiting period after injection to assess for reaction.
- 4) No other injections, i.e.: immunizations will be given on the same day as an allergy shot.
- 5) Several "no show" appointments in a semester will be dealt with on an individual basis. We may decline to administer further shots.
- 6) We will no longer accept walk-in appointments. Please schedule your appointment at least 24 hours in advance.
- 7) When you need more serum, it is your responsibility to obtain it from your allergist with the updated orders and forms.

Sincerely,

The UPenn Student Health Service Nursing Staff  
University of Pennsylvania  
3535 Market Street, Suite 100  
Philadelphia, PA 19104-3376