

## WELCOME

**We appreciate the opportunity to provide you with the very best allergy and asthma services available.**

We are here to serve you and your family, and designed this brochure to answer most questions our patients have. We want you to know about our policies and patented methods of treating immune disorders, for the more you know, the better you can feel.

If you have any questions, however, please ask. We want to be helpful.

Everyone in our practice operates as a team. All are trained professionals and we take great pride in working only for you.

## IMPORTANT INFORMATION

### Clinic Hours

Appointments for new patients and follow-up visits are available Monday through Thursday between 9:00 AM and 5:00 PM.

### Appointments

We try to see all patients on an appointment basis, and we request that you call in advance so that we can reserve time for you. Our office numbers are listed below. We make every effort to honor all time commitments and request that you extend the same courtesy to us. On occasion, emergencies can cause a longer wait in the office.



**APPLETON** (920) 739-9100

**OSHKOSH** (920) 231-5900

**GREEN BAY** (920) 432-8800

**FOND du LAC** (920) 924-0400

All patients are encouraged to call with any questions they have on medical problems. Our office staff has been trained to answer many of your questions.



### Prescription Renewals

All prescription renewals should be requested during normal office hours.

## Emergency Care

We recognize that you can have an emergency arise, and we will do our best to respond to your problem promptly. In the event of a severe situation, or one in which you are in doubt, go immediately to the emergency room at the nearest hospital and ask them to contact your primary care physician. All of our patients are expected to have primary care physicians. If the situation is not that severe, but one where you wish contact with us, please telephone us and Dr. Kagen will be in touch with you.

## ABOUT STEVE KAGEN, M.D.

Dr. Steve Kagen grew up in Appleton and attended its great public schools before receiving an Honors Degree in Molecular Biology at the University of Wisconsin-Madison, where he also received his Medical Degree in 1976. After training at Northwestern University in Chicago in Internal Medicine, Dr. Kagen trained at the Medical College of Wisconsin in Allergy, Asthma and Immunology. He is one of the only physicians in the United States to be Board Certified in Internal Medicine, Allergy-Immunology and Diagnostic Laboratory Immunology.

While serving as the "Doctor in the House" in the U.S. House of Representatives from 2007 through 2010, Dr. Kagen succeeded in banning discrimination against patients with pre-existing medical conditions, guaranteeing your access to care is your fundamental Civil Right, not a privilege.

During the past several decades, Steve has created several businesses to educate patients about the world of allergy and asthma, including four Kagen Allergy Clinics, Allernet.com and the National Pollen Network® (NPN®).

Recently, Dr. Kagen created the world's first mobile application to help people discover how their local weather factors affect their health, and connecting them to nearby allergy clinics and pharmacists to help them feel better at KagenAir.com

Dr. Kagen has served as a medical expert and marketing consultant to Johnson & Johnson, Kimberly-Clark, 3M, Smith & Nephew, the Weather Channel, CNN and CNN Interactive. In 2005, the EPA awarded Dr. Kagen a national award for protecting children from environmental risks for his 5th grade classroom-ready book – The Allergy Family® Guide.

During his career Steve created the world's first test-yourself kit for AIDS, the first blood test for Lyme disease in Wisconsin and hundreds of food allergy blood tests, while also discovering new causes of allergy with his associate R. Muthiah, PhD. Dr. Kagen was also awarded several U.S. patents for discovery of dust mite and insect allergens.

Dr. Kagen's full biography is located at [SteveKagen.com](http://SteveKagen.com)



“ If you don't get better, we'll send you somewhere else. ”

**Exceptional Care  
Close to Home.**

## DIAGNOSIS AND TREATMENTS

### Allergy and Asthma Diagnosis

The most important thing we do is make an accurate diagnosis of your condition. To do this, we obtain a detailed medical history, concentrating on your allergy, sinus and/or asthma symptoms. Following this, a physical examination will be performed. Then, allergy skin tests are usually helpful in making an accurate diagnosis. These tests may include skin tests on the back and often under the skin on the arms. Additional studies sometimes employed by Dr. Kagen and include pulmonary functions (breathing tests), staining of secretions under the microscope for allergy cells, as well as a number of other blood and urine tests. When we have determined the specific causes of your allergic condition, the most effective treatments available will be prescribed. **Remember, you cannot take any antihistamines for 3 days prior to testing.**

### Treatments

When the causative elements have been identified, the ideal treatment of the allergic condition is to avoid whatever causes it. Medications are useful in symptomatic relief, but pills and inhaled nasal and lung sprays cannot cure you: they simply hide or control your symptoms.

If avoidance proves difficult or impossible, as with pollen and mold allergies, then treatment with allergy injections (allergen immunotherapy) is often required. On this treatment program, one receives injections of an extract of the allergens which cause the allergy. These injections are given at first once every week at very low strength to avoid as much as possible any adverse reactions. Symptoms usually come under control as the strength of the injections are increased. The frequency of the injections can be reduced to every other week in most patients after one year of therapy. Gradually one receives injections every three weeks, and then a maintenance program continues for several years.

Remember, allergy injections are a form of preventive medicine; they help to prevent the progression of your allergic disease.

The total time of taking injections is variable. A 5 year duration is average. Following this treatment, it would be expected that the injections can be stopped and that your symptoms would not return.

Arrangements can be made to take your allergen injections out of this office, but they should only be given when a doctor is immediately available. **Thank you again for allowing us to serve you.**

## FEES | PAYMENTS | INSURANCE

We make every effort to keep the cost of your medical care as reasonable as possible. You can help by paying upon completion of each office visit. Other arrangements can be made with our office depending upon special circumstances. **ALL BILLS MUST BE PAID IN FULL WITHIN 30 DAYS.**

Patients who carry health insurance should remember that professional services are rendered and charged to the patient, not to the insurance company. **INSURED PATIENTS ARE EXPECTED TO TAKE CARE OF THEIR FEES AS SERVICES ARE RENDERED.** Even though we may have filed an insurance claim on your behalf, you will receive a statement each month if your account has a balance due. Our office cannot accept responsibility for collecting your insurance claim or for negotiating a settlement on a disputed claim. Your reimbursement will be determined by your health insurance company.