

October 7, 2009

Dear Parent or Guardian:

We will soon be entering the fall and winter seasons that bring with them a higher risk for respiratory viruses. One of the most common of these viruses is RSV (respiratory syncytial virus). RSV usually causes only cold-like symptoms in older children and adults, but can make premature babies and those with chronic lung disease, congenital heart disease and other serious conditions that compromise pulmonary or immune function very sick. Every year, RSV disease causes 90,000 hospitalizations with a 2% mortality rate among hospitalized infants.

Fortunately, there is a medication called Synagis (palivizumab) that can help prevent RSV infection in babies at risk. We are recommending that your child receive this medicine during the RSV season. The medicine is given by intramuscular (IM) injection once per month from November through April. These injections will be given in our office at the **8201 Northwoods Dr.** location only.

Please read the following information on this website. This should answer many of your questions. Please feel free to call the Synagis Team's voice mail at **465-5600 option 7** and leave a message with any further questions you may have. Take a close look at the Synagis Parent Agreement. When you come for the first appointment we will have you sign the form for our records.

Synagis is a costly medication, so we have completed a pre-authorization process through your insurance company for your child to receive the Synagis injection. Synagis is NOT always covered 100% and can be subject to deductible and co-insurance, so contact your insurance carrier for further coverage information before your child's first injection. If you have questions regarding a bill of Complete Children's Health, contact our billing department at 465-5600 option 3.

The Synagis Clinic is a specialized clinic and is ran only by limited trained staff, therefore we have prescheduled dates assigned for Synagis Clinic, this is also to help families plan ahead and arrange their schedules. Your child will be assigned to either group A, B, C or D. We will fill group "A" first and so on. You will also receive an automated reminder phone call prior to each clinic visit. Thank you and we look forward to taking care of your child.

Sincerely,

Teri Lutz, R.N.
Synagis Coordinator
Complete Children's Health
8201 Northwoods Dr.
Lincoln, NE 68505
(402)465-5600 option 7
synagis@cch-neb.com

Complete Children's Health, P.C.
Synagis Parent Agreement

Your child will be receiving monthly Synagis injections through our office. Synagis is indicated for use in high-risk infants and children to reduce the likelihood of the infant becoming ill with RSV, a serious respiratory infection.

Synagis is a very helpful, but **costly** medication. In order for you to have a successful experience scheduling your infant's appointments, as well as getting your insurer to reimburse for Synagis, we ask that you adhere to the following guidelines.

- **NO** Synagis injections can be given until we have pre-certification or authorization from your insurance carrier prior to the first injection.
- If your insurance carrier requires us to get your Synagis from an outside pharmacy, we must wait on getting your child's vial of Synagis from that pharmacy before we can give the injection. You may want to call our office early on the day of the appointment to make sure that we have received the medication.
- Some insurance policies have **coinsurance** and/or **deductibles** that need to be met at the start of the New Year. January is when most **deductibles** start over for the year. The parent is responsible for any costs that are not covered by insurance, including co-pays and deductibles.
- Notify the Synagis Team as soon as possible of any changes in your insurance during the Synagis season or if you add an additional plan for the child. We will need to receive authorization for any new insurance plan **before** a shot can be given.
- Appointment times for your child's injections will always be the same time throughout the Synagis season. Synagis needs to be administered approximately every 28 days in order to maintain its effectiveness.
- All appointments will be scheduled at our EAST office located at 8201 Northwoods Drive.
- **Synagis no show and reschedule policy is as follows:** A patient will be allowed one rescheduled appointment per Synagis Season from October through April. A patient may be dismissed from the Synagis Clinic if they have any further no shows or reschedules that season. We have prescheduled dates. This is to help families plan ahead and arrange their schedules to decrease the incidence of reschedules and no shows and to ensure that the doses are given at the proper intervals for you child.
- **DO NOT** bring sick siblings or relatives into our isolation waiting area. If you or your infant is sick, let the receptionist know at the time you check in.
- **DO NOT** bring anyone into the isolation waiting room that has been exposed to or has chickenpox.

I have read the above guidelines and have had the opportunity to ask questions and had them answered. I agree to adhere to these guidelines while my child is receiving Synagis injections.

Signed

Date

Relationship to patient

Child's Name(please print)

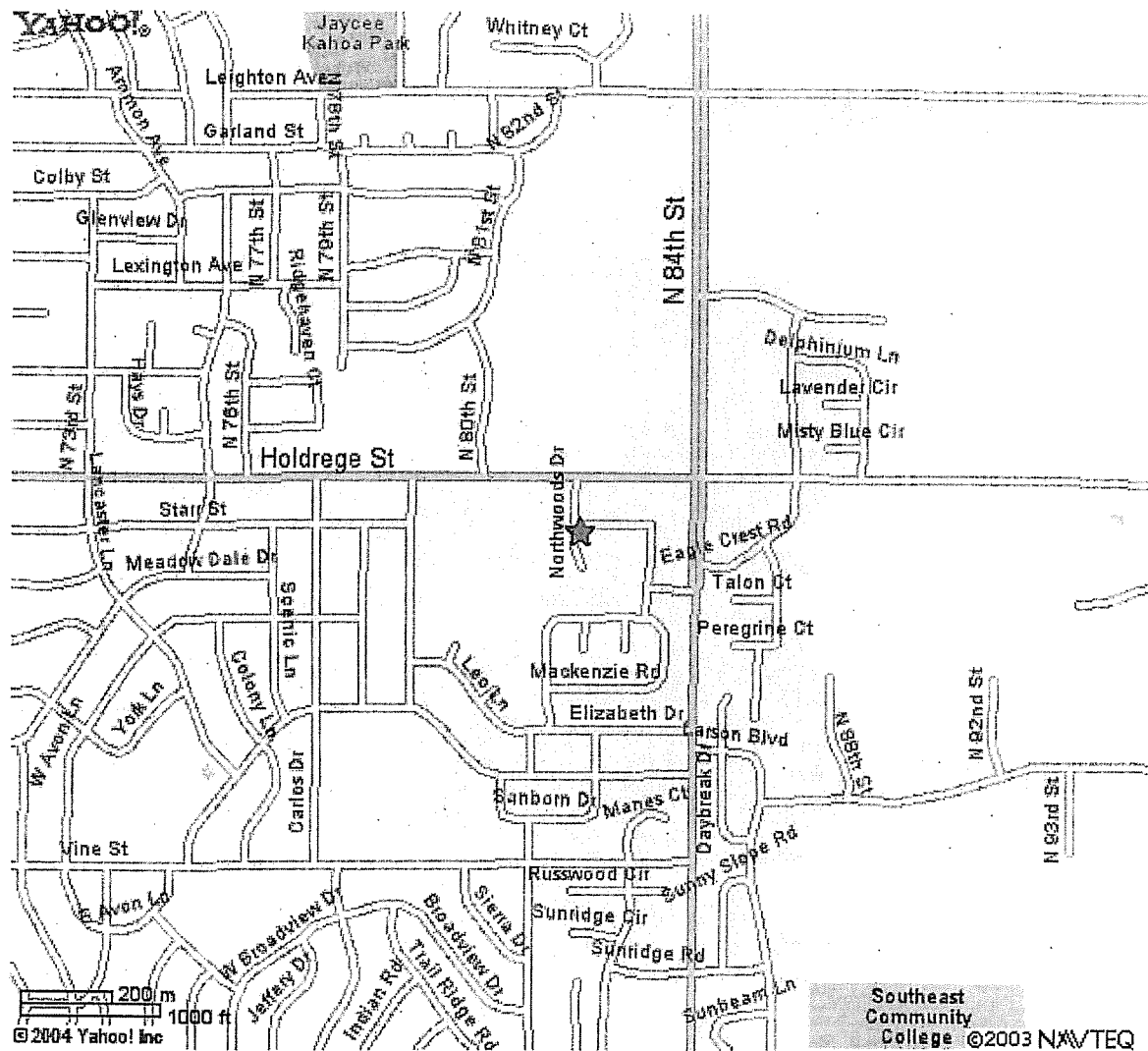
Synagis Calendar For 2009-2010

<u>Group A</u> <u>morning clinic</u>	<u>Group B</u> <u>afternoon clinic</u>	<u>Group C</u> <u>morning clinic</u>	<u>Group D</u> <u>afternoon clinic</u>
11/3/09	11/10/09	11/17/09	11/24/09
12/1/09	12/8/09	12/15/09	12/22/09
12/29/09	1/5/10	1/12/10	1/19/10
1/26/10	2/2/10	2/9/10	2/16/10
2/23/10	3/2/10	3/9/10	3/16/10
3/23/10	3/30/10	4/6/10	4/13/10
4/20/10	4/27/10		

ALL CLINIC DATES FALL ON TUESDAY THIS YEAR!!!

Map to Synagis Clinic
At Complete Children's Health, PC
8201 Northwoods Drive

★ 8201 Northwoods Dr Lincoln, NE 68505-3092



When using any driving directions or map, it's a good idea to do a reality check and make sure the road still exists, watch out for construction, and follow all traffic safety precautions. This is only to be used as an aid in planning.