

FAQs

Answers to Frequently Asked Questions

How Can We Help You?

Find answers to the most commonly asked questions about treatment at the Smell and Taste Clinic. Please contact us directly if you don't see your question or answer here or on our website.

How can I make an appointment?

Please complete the "Request Appointment On Line" form on our home page website or contact our clinic regarding scheduling an appointment.

What forms I need to fill out and submit to the clinic before my initial appointment?

If you are a new patient, the "New Patient Form Packet" is available for review, printing and completion prior to your initial appointment. To save time, you are encouraged to review and complete these forms and submitted them to our clinic by email (smellandtasteclinic@allergycorpgroup.com) or fax (866-336-5949) before your initial appointment. You can find and download these forms on our home page website.

What insurance do you accept?

We accept most major insurance such as BCBS, Cigna, Multiplan, Tricare etc. We do accept Medicare, but we only accept Medicaid from North Carolina. Most insurance companies recognize and cover the cost of being evaluated and treated for Smell and Taste Disorders. Please contact your insurance company for eligibility and benefits prior to contacting us. In some cases, we will require a referral from your primary care physician.

You do not accept my insurance. Is there any other alternative?

Depending upon your insurance coverage, you may come to the Smell and Taste Clinic as out-of-network patient. If you are out-of-network, your out-of-pocket costs may be higher. You may be seen as self-pay patient. Please call our clinic for further information.

How long does the initial clinic visit take?

The initial examination process is lengthy. Be ready to spend at least four to six hours at the clinic on the first visit. A typical patient may require a second day visit for a complete evaluation. Patients that are located outside of North Carolina may need to stay overnight to be available for the second day visit. We highly recommend that you be dressed in comfortable and nonrestrictive clothing during your clinic visit.

When should I start seeing improvement?

Treatment of Smell and Taste Disorders would depend on the problem and the severity of the dysfunction. It would also depend on the factors associated with how long treatment will take. We make a treatment plan for you, which includes follow up and maintenance visits to our clinic. If at any point we determine that you are not progressing at a satisfactory rate, we will modify your treatment plan. We will always keep you informed as well about your progress.

Are my records secure and confidential?

Yes, we make every effort to ensure your privacy and confidentiality in all facets of serving you. Please review the “Patient Privacy” information on our website if you have questions.

I am located outside North Carolina area. How can you help someone like me?

Greater than 50% of our patients are from outside the North Carolina area. Patients outside the North Carolina area have found our advanced program through telephone, email, or Fax to be helpful in limiting the return visits to the clinic. Return visits may be required every 4-6 months for a successful treatment outcome.

What are your office hours?

The office is open Monday to Friday from 9:00 AM to 5:00 PM. Our nursing phone line is available for calls from 9:00 AM to 3:00 PM. Our physicians may be reached after hours through our answering service. If at any time you are in emergency or life threatening situations, do not wait and call 911.