



Office Policies

Cancellations

If you need to cancel or change an appointment, please contact our office to do so at least 24 hours before your scheduled appointment.

Appointment Reminders

Demand Force© appointment reminders will be sent out to patients per their communication preference either by email, text or automated phone call. Email reminders are sent out 14 days and 7 days prior to the scheduled appointment. Text reminders are sent out 14 days, 7 days and 3 hours prior to the scheduled appointment. Automated phone calls go out 7 days prior to the scheduled appointment. If at any point you would like to make any changes to how you receive your reminders, please contact the office and we would be happy to do so.

Late Patients

Patients are required to be on time to their appointment. If possible patients should arrive a few minutes early to check in and fill out any required paperwork if not completed before visit. If a patient is more than 15 minutes late for an appointment, the appointment may be cancelled. It will be at the discretion of the provider and the front desk staff to determine if there will be enough time to see the patient without making other patients wait.

Referrals or Authorizations

Some health insurance companies require a referral or preauthorization for specialty services. Dermatology is a specialty service. It is the patient's responsibility to know if they are required to have a referral and ensure that the appropriate referral has been made. Some common insurance carriers that often require a referral include: United Compass, Aetna HMO, Coventry and Tricare Prime. If a referral is required and not in our office at the time of your appointment, you may either:

- (1) pay for the visit at the time of service, or
- (2) change your appointment to a later date so you may obtain the referral/authorization.

Payments/Copayments

It is our policy to collect payment at the time of service. All payments for cosmetic procedures and products must be paid in full the day they are received. Insurance companies do not cover cosmetic procedures, and therefore are the responsibility of the patient. Patients who have a co-pay as part of an agreement with their insurance carrier will be required to pay at each visit.

****Effective January 1, 2017: All patients without a designated insurance co-pay, who have to meet a deductible, will be required to make a payment at the time of the service. New patients will have to pay \$100.00 at the initial visit and all established patient visits will be \$50.00 for each office visit until your deductible is met. This is a new office policy.****

If you do not have your payment available at the time of check-in, we reserve the right to reschedule your appointment. For your convenience we accept cash, check, MasterCard, Visa, American Express, and Care Credit.

Insurance Card

We require a copy of your insurance card at your initial visit. Please make sure you have your insurance card with you and present it to the customer service representative at check-in. If you do not have a physical copy of your insurance card you may email or fax a copy to our office. Without a copy of your insurance card, we will not be able to file your insurance carrier and you will be considered self-pay for your visit if you choose to keep your appointment. A copy of your insurance card is required to be updated once a year after your initial visit.

Self-Pay Patients

Patients that are responsible for their medical bill are required to pay at the time of service. The front desk staff will not be able to quote exact prices prior to the appointment. Your bill will be determined by the provider based on the recommended course of treatment.

Billing Statements

All billing statements are mailed to patients once a month. We request that payments be made within 30 days of receiving a statement. You will receive three mailed statements for patient balances, and given 30 days after the last statement is mailed to pay that balance before it is transferred to collections. You will receive a call from our Billing Office that your balance is about to be sent to collections and given a week to pay the account before it is referred to our collection agency, Prince Parker. If you need to make payment arrangements, please contact the Business Office immediately.

Product Return Policy

Returns can be made of any unused product(s) within 30 days of purchase. Once a return is received by our front desk staff, the billing department will be notified to issue a refund for that product(s) and you will receive the refund by mail. Please make sure we have an updated address for you at the time.

Patient Forms

All new patients are required to fill out our Initial Packet Forms, which can be found on our website or received at check-in of the initial visit. Changes to your demographic information and medical history should be given to our staff when appropriate. All patients are required to update their demographic information and medical history regularly.

Treating Minor Children

We recognize that parent's schedules can be complex, requiring grandparents or other caretakers to bring a child into the office. If a parent will be sending a designated individual on their behalf to accompany the minor, a written or verbal consent must be received by the front office staff before the visit. It is required that a parent or individual authorized on their behalf, be present on the initial visit and for all surgical procedures. After the initial visit, the parent may provide written authorization allowing either a designated individual to escort their child or the child to attend appointments alone.

Prescription Refills

To request a medication refill, please contact our office and you will be transferred to the triage line. Depending on what time the request is made, the prescription may not be processed until the following business day. Our policy is not to renew any prescription for a patient who hasn't been seen in our office within the past year. Some medications require more frequent monitoring. If we require an appointment before a refill is approved, it's because we want to provide you with the best possible care.

Pathology

Often times it is necessary for us to take a biopsy, which is a sample of your tissue. This process includes preparing the tissue onto a slide so the pathologist can determine the diagnosis. Our office is not equipped to prepare the tissue, so we use the services of outside labs. This means that you will receive a separate bill from their office for the processing and analysis of the biopsy. All of the outside labs that we use are in network with the same insurance providers as our office; therefore your biopsy will be processed as such. All patient results are handled through our office and we will notify you of your results.

Copy of Medical Records

We are happy to provide copies of records to you or any of your personal physicians; however, we do require a signature to release the records. Our release form can be found on our website and sent in for processing, or you may fill the form out from within our office. Medical Records requests are processed the following business day.

Patient Portal

Our patient portal is a secure online website that gives patients convenient 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information as well as send messages directly to the office. If you are interested in the patient portal, please provide a valid email address. A registration email will be sent to you to confirm your identity and allow you to create a username and password.

Privacy Policy

We take the privacy of your personal health information seriously. We comply with all HIPAA guidelines. A copy of our Privacy Policy can be found on our website or in the waiting room of each location. You can also be provided a copy at your request.

Patient Termination

It is the policy of this practice to maintain a cooperative and trusting physician-patient relationship with its patients. When such a physician-patient relationship has not been formed or a physician-patient relationship is no longer proceeding in a mutually productive manner, it is the policy of this practice to terminate the physician-patient relationship so that the patient can develop the type of trusting relationship with another physician that is essential to successful continued care and treatment.

The types of circumstances that can result in termination include, but are not limited to, the following:

- Noncompliance with treatments recommended by the practice, physician, or other healthcare provider
- Failure to pay patient balances, consistent with our payment policy
- Consistent failure to keep appointments
- Threatening or abusive behavior directed at office staff, physicians, other healthcare providers, or patients
- The patient is deceptive or lies
- The patient abuses medication
- The patient decides to leave the practice