

# *Carolina Dermatology*

## Office Policy

### **I acknowledge receiving a copy of the Notice of Privacy Practices**

Welcome to Carolina Dermatology. Our goal is to provide you the best dermatologic care possible. Please carefully review our office policies:

It is our policy to request payment for services at the time they are rendered. If we do not have a contract with your insurance company, we will ask you to pay for your visit and we will give you a receipt so you can file the claim with your insurance company. We accept cash, check, or major credit cards.

If we do have a contract with your insurance company, we will file your claim as a courtesy to you. Please keep in mind however, that you are ultimately responsible for all charges. You will also be responsible for obtaining and keeping current authorizations which are required by your insurance company. Please check your insurance booklet to determine if an authorization is necessary to see us. It is your responsibility to keep a record of the number of visits authorized, the problem for which you were referred, and the date on which the authorization expires. Remember, if you do not have a required authorization for a visit, the total charge will become your responsibility. Please review your insurance booklet for more information.

If you cannot keep your appointment, please call the office within 48 hours to inform us. If you make appointments for our clinic, but do not show up and do not inform us beforehand, you may be dismissed from the clinic. If this occurs, a reservation fee must be paid before more appointments can be made.

If the patient is a minor, a parent or guardian must be present at the first visit and any subsequent visit in which a procedure is performed. The parent/guardian hereby grants permission to Carolina Dermatology to see the minor without their presence for standard medical office visits.

Please note that insurance companies only pay for what they consider medically necessary and this typically excludes the removal of benign skin growths. Every insurance company has its own policies and these change from time to time and we cannot be responsible for assuring that the procedure which you are requesting will be covered. If your insurance does not cover the procedure, you may still pay out-of-pocket to have it done. We will be happy to discuss fees with you at anytime.

To run on time, we must focus on the primary problem for which you made the appointment. The initial appointment is generally for evaluation only and we cannot guarantee that we will have time to perform any procedure. If you have multiple problems or questions, we must focus on your primary problem and it may be necessary to reschedule you for future appointments if you wish us to address other problems.

You may receive a prescription for a medication during your visit. The doctor will generally indicate whether there is a refill available on this medication after it runs out. If you need to have the medication refilled, first check with the pharmacy to see if there are any refills remaining on the original prescription. If not, you may call our office and leave a message on our machine stating the name of the medication for which you need a prescription refill. If the refill is approved, we will try to call this into your pharmacy within 48 hours of receiving this message. If the refill is not approved, we will try to contact you to discuss. Do not page the doctor on call after hours to have a medication refilled. To receive a prescription refill, all patients must be seen in the office yearly, sometimes more frequently depending on the medication.

Thank you for allowing us to participate in your health-care needs.

I have read the above and agree to abide by these office policies.

\_\_\_\_\_ (patient/guardian) \_\_\_\_\_ (date)