

# Evergreen Dermatology Clinic Policies:

## 1. Appointment Scheduling and No-shows:

- Appointments must be scheduled in advance. We cannot accommodate walk-in patients.
- All new patients must have a referral from a healthcare provider who has evaluated the skin concern and deemed it appropriate for evaluation and treatment by a board-certified dermatologist.
- Referrals for new patients requesting a skin check are not required.
- Patients must arrive 10-15 minutes early to complete necessary paperwork. -In the event of a no-show (failure to attend a scheduled appointment without prior notice), the following policy applies:
  - Due to the high number of patients requiring dermatology service, you will be rescheduled into our first available appointment time which is likely 3-6 months out.
  - You may incur a \$50 no-show fee that must be paid prior to rescheduling.

## 2. Late Arrivals:

- Patients who arrive more than 20 minutes after their scheduled appointment start time will be asked to reschedule.

## 3. Emergencies:

- If your referring provider expressed to us in your referral that your condition requires immediate attention, we will prioritize your care.
- For after-hours emergencies, we encourage patients to call 911. An on-call physician is always reachable via our voice messaging system.

## 4. Cancellations and Rescheduling:

- We understand that unforeseen circumstances may arise. Patients are encouraged to provide at least 24 hours' notice for cancellations or rescheduling. Notice can be received via EMR portal, KLARA patient messaging service, the website chat function, phone call or voicemail.
- Late cancellations (less than 24 hours' notice) may be subjected to a \$50 cancellation fee.

## 5. Payment and Insurance:

- Payment is due at the time of service. Dermatology is a medical specialty and is subject to specialist rates depending on your insurance.
- We accept most major insurance plans. Please verify coverage prior to your appointment to avoid any unexpected charges.
- Uninsured/self-pay visits and cosmetic procedures visits must be paid for on the day of service.

## 6. Cosmetic Procedures:

- Although we make sure to bill your insurance for all medically necessary and appropriate treatments, there are a few possible exceptions. These include the destruction or removal of benign lesions such as seborrheic keratosis, moles, skin tags, cysts, and lipomas. -If you are a Medicare patient, you will be asked to sign an Advance Beneficiary Notice (ABN) form prior to treatment. All commercially insured patients will be asked to sign a similar Consent for Service form. These documents explain that the procedures to be performed will be billed to insurance but that the patient is responsible for any charges that may arise should insurance

deny the claim.

-Procedures that are fully cosmetic and not eligible for insurance coverage are considered cosmetic/self-pay. These visits require consultation with a dermatologist to discuss the procedure, pricing and expectations prior to scheduling the procedure. Cosmetic prices are available upon request and will be discussed in detail at the consultation visit.

#### **7. Patient Responsibilities:**

-Patients are responsible for providing accurate and updated insurance, pharmacy and medical history information.

-Follow all instructions provided by the dermatologist for proper care and treatment.

-Treat clinic staff and other patients with respect and courtesy.

#### **8. Privacy and Confidentiality:**

-Your medical records and personal information will be kept confidential in accordance with HIPAA regulations.

#### **9. Feedback and Concerns:**

-We welcome feedback from our patients to help improve our services. Please feel free to share any concerns or suggestions with our staff.

-While online reviews can seem easier, we appreciate the opportunity to address concerns with you at the time of your visit.

#### **10. Clinic Policies and Updates:**

-These policies are subject to change. Patients will be notified of any updates as necessary.

-Please check our website or contact the clinic directly for the most current information.

#### **11. Compliance:**

-By scheduling an appointment at our clinic, patients acknowledge and agree to comply with our clinic policies.

**Disclaimer:** This policy is provided for informational purposes and may vary based on specific clinic practices and regulations. Patients are encouraged to inquire about any specific policies or procedures that may affect their care.