

Welcome to our Office

To help ensure the highest quality of service and care to our patients we have several office policies and procedures. We ask that if you have any questions or concerns with these procedures that you address them with the staff prior to your office visit.

We require that you always bring the following to your office visit:

- **Insurance card**
- **Identification card**
- **Co-pay** for insurance patients and **means for payment** for self-pay patients (cash, check or visa/mc)
- **Authorization** (if your insurance requires it)
- A **guardian** (if you are not of legal age)
- Yourself, **on time**.

If you do not bring the following items with you, Solano Dermatology Associates has the right to make you reschedule or cancel your existing appointment.

Insurance Cards: All patients who will be utilizing their insurance coverage are required to bring their current insurance card to each office visit. A copy will be made and placed in the patient's chart. If the patient does not have their insurance card then the patient will have to cancel or be seen as self-pay.

Identification Cards: Will be required at each visit. A copy will be made during the first visit and placed in the chart. However, it may be requested at any subsequent visit to the office.

Copays: Are required to be paid prior to meeting with the provider each visit. It is the patient's responsibility to bring cash, check or visa/mc with them. The appointment will be cancelled if the patient does not bring appropriate means of payment.

Authorizations: Are required prior to treatment. This is an arrangement that is between you and your insurance company. It is your responsibility to bring a copy of your authorization from your primary care doctor to our specialist. If you do not have a copy then your appointment will be cancelled or you can be seen as a self-pay patient.

Legal Guardians: Are required for our patients that are minors. We would like to aid in their treatment as much as possible; however, by law we are required to have consent from a legal guardian to provide such treatment. If a minor comes to the office unattended they will be forced to reschedule. If a guardian cannot attend the appointment with them then arrangements with the office need to be made prior to the appointment.

Cancellations/No Shows: Each patient is given a call prior to his or her appointment. If the patient is unable to attend they are required to give 24-hour notice. If this notice is not given in time or not at all then the patient will be charged \$35.00. This fee is our minimum established patient office visit. Anything less than 24 hours notice does not allow us enough time to ensure another patient can be scheduled. A cancellation fee will also be charged if the patient fails to bring with him or her any of the required items listed previously.

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 you are more than 15 minutes late for your appointment your 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 you without making other patients wait.

Self-Pay Patients: Are required to pay at the time of service. The front desk staff will not be able to quote exact prices. Price will be determined by the provider based on the recommended course of treatment.

Cosmetic Procedures: Require payment in advance. Due to high expense of the professional supplies and the extent of the appointment, prior payment is always required. All cosmetic procedures require a cosmetic consult with a provider. Advance notice of cancellation is required. Partial/Full cancellation fees will be assessed. All patients undergoing cosmetic procedures are required to sign an agreement based on our specific policies prior to payment and treatment (one week prior to appointment).

Scheduling: Certain procedures in our office require special, advance planning and scheduling with the providers. Therefore, you may not be able to be scheduled with the provider at the time of your call. However, the nurse specific to your needs will call you back at his or her earliest convenience.

Prescription refills: Patients need to contact their pharmacy when a refill is needed. The pharmacy will then forward us a request. A provider will either refill the prescription or deny it. The provider may deny the renewal based on the drug type or based on the fact that the patient needs to be seen in the office prior to the renewal.

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. A fee will be charged to cover the time of the staff and the cost of the supplies utilized to provide these records.

*** Please sign below stating that you have received a copy of the brochure for your records and that you will comply with the policies above.

Print Name

Date

Signature