

OFFICE POLICY

1. We see patients age 12 and older. Minors (any persons under the age of 18) **MUST** be accompanied by a parent or legal guardian on every visit.
2. Please assist us by showing up on time so we can accommodate everyone in a timely manner. We allow a 15 minute grace period from your scheduled appointment time. If you arrive after that period of time, we will need to reschedule your appointment. As a courtesy, if we are running behind schedule we will let you know in advance so you have the option to reschedule your appointment.
3. Our goal is to stay on time; however, many factors play a role in interfering with the schedule. Please assist us in our efforts to stay on schedule by limiting the number of problems you would like to address to one or two at a time. For example, a complete skin exam to check abnormal moles or skin cancer should be the only problem addressed during a visit. It is not uncommon for patients to present the "lists" of problems they have accumulated over time. Attempting to address multiple problems often leads to inadequate counseling, time delays and eventually patient dissatisfaction. Please remember that skin problems often develop over time and will likewise require time for adequate diagnosis and treatment.
4. We can no longer accommodate last minute substitution of appointments for family members or friends due to the time demand of our new software program. We are more than happy to schedule an additional appointment for them in the future.
5. We offer cosmetic services such as Botox and Juvederm. During routine dermatology visits, it is difficult to provide an adequate education on these important topics without interference with the schedule. For your convenience, we provide complimentary consultations on our services. Please contact our office to make an appointment with our cosmetic consultant.
6. For existing patients, you may leave a message with the nursing staff for medical questions, prescription refills and laboratory results. Since we are very busy seeing patients during clinic hours we may not be able to respond to your request until after business hours. We will make every effort to accommodate you. We appreciate your patience.
7. Patients are responsible for their co-payment and/or deductible at the time services are rendered. Payments may be made by cash, check, or credit card. We do not accept temporary checks.
8. Insurance companies do not pay for cosmetic services. They will not cover removal of benign lesions (skin tags, moles, and warty growths) even if clothing or friction irritates the lesions. If coverage is in question, you may be asked to sign a waiver indicting your financial responsibility in the event of non-payment by your insurance company.
9. If a biopsy or surgery is performed, tissue is sent to a separate laboratory facility for processing and examination. These facilities will charge you or your insurance company for this service and its separate and apart from our services. **Phone calls on pathology reports are a courtesy and may take up to three weeks to receive.**
10. We make every effort to obtain payment from your insurance company. If you have questions about your bill, please feel free to contact our billing department at (813) 528-4975. Unpaid balances that are over 60 days overdue are subject to referral to a collection agency. Please be aware that once your account has been turned over to collections, you will incur a 30% surcharged on your existing balance.
11. **ALL RETURNED CHECKS ARE SUBJECT TO A \$25.00 CHARGE.**
Our mission is to provide you with the highest quality care in a friendly comfortable atmosphere. Today's medicine places many challenges before us, both as providers and recipients of care. We ask for your patience and understandings and in return we promise to work hard on your behalf to preserve our mission. Please remember we are on your team!

PRINT NAME

PATIENT SIGNATURE