

Fairlawn Dermatology

Office Policies

Effective 12/7/17

No Show Fee

There will be a \$30.00 fee applied to the account of patients who do not show for their scheduled appointments. We do require an advance 24 hour notice to cancel or reschedule an appointment. When patients do not show for their reserved scheduled time(s) we are unable to work in patients who may need immediate care. The fee is not covered by your health insurance. We do reserve the right to terminate the patient -physician relationship if there are three or more no shows.

NSF Fee

There will be a \$30.00 fee charged to the account of any returned check for insufficient funds.

Co-Pays

Co-pays that are NOT PAID at the time of service may incur an additional \$10.00 statement fee. The fee covers the cost of sending out numerous statements and sometimes delinquent letters for the unpaid co-payments. This is an agreement by and between you and your insurance carrier. You are responsible for knowing your current co-pay amount. The fee is not covered by your insurance plan.

Credit Cards/Debit Cards

We accept cash, checks, and the following credit cards-MasterCard, Visa and Discover.

Post-Dated Checks

We do not take post-dated checks.

Delinquent Accounts

Our billing department routinely runs reports on accounts past due for personal payment. Once an account appears delinquent, you will receive a reminder call of your past due balance. Payment in full is expected unless other arrangements have been made with our billing department. Should an account remain delinquent, with no current payment(s) made on the account, the account will be turned over to a collection agency. At that time, all future appointments will be cancelled. If an account is sent to collections, the practice may terminate the patient from the practice.

Prescription Refills

Refill requests will be handled during normal business hours. If you need a refill(s), please call our office 24 hours in advance. All requests for refills, that are approved by the physician, will be called in to your pharmacy by 5:00 p.m. the next business day. Should you need refills on an urgent basis, please make sure the nurse is aware when you place your call. Every effort will be made to process your refill request that same day. If you are on medications, you will need to be seen every 6 months for a follow-up visit.

Cell Phone Use

We ask that you turn off your cell phone while in our office.

Arriving Late

If you are more than ten (10) minutes late for your appointment you may be asked to reschedule.

Full Skin Exams

Due to an increase in full skin examinations we will only be screening for skin cancers during your full skin examination appointment. A separate appointment will need to be scheduled to address additional concerns.

Medical Information

If you would like a copy of your progress notes or test results sent to your referring doctor, please notify a member of our staff during your visit.