

## Office Policies

Welcome to our office! We are glad you have selected us for all your dermatology care! In order to make the visit smooth and avoid any misunderstandings, our policies are outlined below. **You will be asked to sign a consent on the ipad** (electronic medical record) that you understand the office policies as well as the HIPAA policy. Your picture will be taken for the record. By signing, you agree to comply with our office policies. A copy of these policies is available on our website and in the reception area.

**CONFIDENTIAL COMMUNICATIONS :** We value your right to privacy. Please be aware that we will call both your home and cell numbers in order to: Confirm appointments, return your calls, and ask you to call the office. We will not leave medical information on the message.

**EMAIL:** You may contact the office by email through our website for questions, medication refills, and request for appointments : Stoneoakdermatology.com. E-mail is not secure . No personal medical information should be sent by e-mail. We will respond by phone call. Please allow 24 hours. If you need to speak with someone sooner, please call the office during working hours.

Stone Oak Dermatology may use your email address to send periodic emails regarding services and updates from the office. Confidential information will not be transmitted.

**FINANCIAL and REFERRAL POLICY: YOUR CLEAR UNDERSTANDING OF OUR FINANCIAL AND REFERRAL POLICY IS IMPORTANT TO US. DO NOT HESITATE TO ASK A STAFF MEMBER FOR CLARIFICATION.**

**Your insurance policy is a contract between you and your insurance company; therefore it is your responsibility to know how your benefits work.** Please make sure we have a copy of current primary and secondary insurance. We will ask to copy your drivers license (a policy of the insurance company). We will also take a picture of you that becomes part of your record (only for identification purposes). Your insurance will be verified prior to your appointment.) **You are responsible to update any insurance changes and to know if you need a referral.** If a referral is needed, you are responsible to obtain the referral from your primary doctor **prior** to the appointment. If it is not available at time of appointment, you may need to reschedule. You will be asked to pay for co-payments , applicable deductibles and non-covered or cosmetic services at the time of your appointment. Procedures are subject to payment towards your deductible. Although we may estimate what your insurance will pay, it is the insurance company that makes the final determination of eligibility and benefits after the office visit bill is submitted. You may receive a bill for any remaining balance. Prompt payment is expected. If your balance becomes past due, we will attempt to contact you twice by phone. If no resolution can be made, the account will be sent to collections and you are subject to being disengaged from further medical care by Stone Oak Dermatology. Patients without insurance are

Ipad signature will be requested at time of visit

responsible for full payment at time of service. Many procedures in dermatology are considered by medicare and private insurance as non-covered such as removal of skin tags, benign moles, seborrheic keratosis as well as spider veins on face and removal of white heads as well as others. Cosmetic procedures included but not limited to Juvederm, Botox, chemical peels, rejuvenation products, microdermabrasion will not be filed with insurance. A \$100 deposit will be required to book a cosmetic procedure and is subject to be forfeited if less than 24 hour cancellation is given or there is a no-show.

**Appointments** We will call you 1 to 2 days before your appointment to confirm. Stone Oak Dermatology requires a 24 hour notice to cancel appointments. Please call the office during working hours or leave a message after hours or on the weekends All no show appointments will be charged a \$40 fee .

**Medical Records:** You will be provided access to patient portal via the electronic medial record system. You will receive a user name and password. Patients requesting paper copy medical records to be released to themselves or other providers will be charged \$1 per page up to 10 pages and \$25 for 10 pages or more. Requests for medical records for any other purpose are subject to \$30 charge. Any forms that you request us to fill out on your behalf, will be subject to \$30 charge. No charge applies for records requested by another physician.

**Labs/Outside Testing:** If your visit includes biopsies, lab tests, or cultures, the specimen(s) will be sent out for processing and testing. You may receive a separate bill from the laboratory. Any questions should be directed to the laboratory billing department.

**Minors, Incompetent Adults and Adult Students covered by Parent's Insurance:** A parent or legal guardian must accompany all children under the age of 18 on the first visit. After the first visit, minors may come in by themselves if a minor consent has been signed and is on file in their record. Legal guardians of minors or incompetent adults, must bring supporting evidence in order to render services. In the case of divorced parents, the parent bringing the child is responsible for the bill. If you are over 18, you are responsible for the bill unless other arrangements were made prior the appointment.

**Termination:** Stone Oak Dermatology is happy to serve all patients; however, we reserve the right to terminate any patient showing disruptive and/or disrespectful conduct, non-compliance with medical advice and/or treatment, or non-compliance with our office policies.

I read, understand and agree to the above financial and office policies. I attest hereby that I have given and agree to provide current demographics and insurance information and authorize release of information necessary for insurance filing.

Ipad signature will be requested at time of visit