

## CLINIC POLICY

### **Patient portal**

- My Dermatologist patient portal is a valuable resource for updating your medical history, medicines, allergies, and other critical information before your appointment.
- You may also access final test results after review by our dermatologists.
- The portal allows you to view and settle any outstanding balances.

### **Arrival**

- Please arrive 10 minutes before your scheduled appointment to allow for sufficient check-in time.
- New patient should arrive 20 minutes before the scheduled time to complete the registration process.

### **Late Arrivals**

- If you cannot attend the appointment as scheduled, your provider will determine whether there is time on the same day, or a different appointment will be needed.

### **Appointment Cancellations**

- We have reserved your appointment exclusively for you. If you need to cancel or reschedule your appointment, kindly inform us at least 48 hours in advance.
- As a courtesy, we will do our best to send a reminder via text, email, or telephone call for appointments. If you do not receive your reminder call or message, the cancellation policy will still remain in effect.

### **No Show Policy**

- A patient who no-shows appointments or fails to give adequate 48- hour notice may be subject to dismissal from the practice. A non-refundable deposit will be required for each further appointment.
- New patients who fail to attend their initial visit will be unable to reschedule immediately. We will review your chart, and if you would like to reschedule, you must pay a non- refundable deposit of **\$100** for each future appointment.

### **Staff may run late**

- Our staff are committed to delivering compassionate care to each patient. While we respect your time, some cases may require unforeseen extra time. This may result in longer wait times. We appreciate your patience and understanding while we provide excellent care.

### **Phone calls**

- Phone calls are answered Monday through Friday 8AM to 4:30PM and on Fridays for 8AM to 12:00PM.
- Calls after 3 pm may not be addressed till the next business day.
- If you have a life-threatening condition, please call 911 immediately.

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- On call phone calls are answered from 8AM to 10PM for our current patients with non-life-threatening urgent questions.

### **Prescriptions**

- Prescriptions medications are time-limited and require follow up appointments.
- We avoid continuous prescriptions and do not exceed one year.
- Please call your pharmacy to request a refill.
- If you have difficulty affording a prescription, please call our office to discuss alternatives that are appropriate for your care.

### **Skin cancer screenings**

- Only screening for skin cancers will be performed at this visit.
- Any other dermatologic issue will be assessed and may need to be addressed at another visit.
- Skin cancer screenings are not considered preventative care for insurance.

### **Multiple conditions**

- Our primary objective is to deliver excellent dermatologic care for you by establishing a treatment plan prioritizing urgent concerns first.
- Multiple visits may be needed to address specific conditions and follow conditions over time.

### **Surgical and Cosmetic procedures**

- Before any surgical or cosmetic procedure, an initial consultation is required to assess the condition and plan accordingly.

### **FotoFinder Mole Mapping**

- FotoFinder is a photography tool used by dermatologists to photograph all the moles on a body at a given time.
- This does not replace a skin cancer screening.
- Payment is required at the time of the FotoFinder appointment.

I hereby acknowledge that I have read and accept the clinical policy set forth by My Dermatologist.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_