



## Office Policies

### Office Hours

Our regular office hours are Monday-Friday 8:00 am-5:00 pm, closed for lunch from 11:45-1:00 pm.

### Parking

Reserved parking is provided in the lot behind the Wheeler Block Building in spaces marked "Lower Highlands Dermatology" or "Visitor." Additional 2-hour street parking is available in the area. Please allow additional time for parking as spaces are limited.

### Phone Calls

Patients are encouraged to call with any questions they have related to their medical problems. Staff will relay information to your provider and respond as promptly as possible. In the event of an emergency, call 911. For urgent, non-life-threatening matters, patients may call the main office number and have the answering service page the doctor. For non-urgent matters, please call the office during the hours listed above.

### Scheduling

Patients are to check in 15 minutes prior to their scheduled appointment time, failure to do so may result in losing the appointment time and being asked to reschedule. We will do our best to provide you with the most convenient times for your appointments, bearing in mind that some procedures must be scheduled within certain time constraints and that some procedures must be scheduled separately from the visit of diagnosis.

### Demographic Updates

From time to time, you will be asked to update your personal and insurance information, including presenting us with a copy of your insurance card. It is important that we have accurate and current information so that we can contact you in an emergency, give you the results of any test, handle prescription refills, and bill your insurance correctly.

### Prescriptions

Please contact your pharmacy to request prescription refills as this expedites the process for you and the physician. Our office reserves the right to deny a refill and/or request an appointment be made to discuss the course of treatment before the refill is authorized. Patients who have not been seen within a year will be required to have an appointment before refill consideration. Refills will not be filled over the weekend, holidays, or outside of regular business hours.

### Minors

All minors are required to have a parent/guardian present with them. By law we are required to have consent from a legal guardian to provide treatment. If a minor comes to our office unattended, they will be required to cancel/ reschedule. If a guardian cannot attend the appointment with the minor, arrangements with the office need to be made prior to the appointment.

### Patient Termination

While our office does our best to accommodate patients, we reserve the right to terminate our professional relationship with those patients who consistently refuse to pay, repeatedly miss scheduled appointments, or behave hostilely toward employees.

### Missed Appointment, Late Cancellation, and Late Arrivals

Cancellations must be made **24 hours** in advance of the scheduled appointment or we will assess a fee of \$50. If you are not 15 minutes early to your appointment as instructed when booking, you may be asked to reschedule.