



## **OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS**

Thank you for choosing Atlanta West Dermatology and Surgery Center, PC. We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. Atlanta West Dermatology and Surgery Center, PC. strives to exceed expectations in care and service in order to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. In order to do so we have implemented an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. Please feel free to contact our office if you have any questions regarding our policies.

## **OFFICE HOURS**

Our office is available Monday-Thursday 8:00am to 6:00pm, Friday 8:00am to 12:00pm and may be reached at 770-732-1137. Our Physicians are available after hours 24 hours per day/365 days per year by calling our phone number and following the prompts. If you need an appointment, prescription refill or have a nurse question, please call during regular business hours.

## **APPOINTMENTS**

Atlanta West Dermatology and Surgery Center, PC. is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow up due dates. When calling for an appointment, please provide your name, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information. When presenting for your appointment, please have your insurance card and photo ID (state issued driver's license) available. We strive to give all of our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date. Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed with the provider, and an appropriate plan for your healthcare can be determined.

## **CANCELLATION OF AN APPOINTMENT**

In order to be respectful of the medical needs of our patients please be courteous and call Atlanta West Dermatology and Surgery Center, PC. promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment. This is how we can best serve the needs of our patients .If it is necessary to cancel your scheduled appointment we require 24 hours' notice to avoid a no show fee. Appointments are in high demand, and your early cancellation will give another person the ability to have access to timely medical care.

On occasion, it may be necessary for us to reschedule your appointment due to unforeseen circumstances; we will work with you to schedule with another provider or allow more flexible scheduling to ensure that you are seen in a timely manner.

## **NO SHOW POLICY**

A “no show” is someone who misses an appointment without canceling it without 24 hours advance notice. No-shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”. An administrative fee of \$50.00 will be billed to your account for regular appointments and \$100 for surgical appointments. You will be sent a notice alerting you to the fact that you failed to show for a scheduled appointment and did not cancel the appointment with 24 hours advance notice along with the bill for the administrative fee. Three (3) no-shows within one (1) calendar year will result in notice of discharge from the practice. No-Show charges are patient responsibility and will not be billed to your insurance company.

## **INSURANCE**

Atlanta West Dermatology and Surgery Center, PC. accepts most insurance plans. If you have specific questions regarding your insurance, please contact our billing department at 770-732-1137. It is patient responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment. Patients are responsible for co-pays, deductibles, and co-insurance at time of service. If applicable, you will be billed for services not covered by your insurance (as stated in your insurance contract) by our billing department.

## **PAYMENTS**

Atlanta West Dermatology and Surgery Center, PC. accepts cash, checks(that will be turned in to electronic checks via Telecheck), MasterCard, Discover, Visa and American Express. Checks should be made out to Atlanta West Dermatology and Surgery Center, PC. Atlanta West Dermatology and Surgery Center, PC. will make all reasonable attempts to collect outstanding balances’ should they accrue, including, convenient payment arrangements. If all of our attempts to collect your debt fail, we will refer your account to our outside collection agency.

## **MEDICAL RECORDS**

Per HIPAA guidelines, copies of medical records and/or billing details must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these items. All patients can request a copy of their medical records for a fee of \$10.00. This fee covers the administrative costs associated with copying the medical records. We can send records to a physician of your request, free of charge. By law, we are allowed 30 days to complete requests for records. However, our medical records department puts forth every effort to respond to these requests in a timely manner. If you have an urgent need, please notify our office.

## **PRESCRIPTION REFILLS & PHARMACY INFORMATION**

Our office utilizes electronic prescribing. Please inform Atlanta West Dermatology and Surgery Center, PC. of which Pharmacy you use and update us if this should change. Please allow one to two business days for refill requests. We will not refill prescriptions after hours. All narcotic prescriptions must be hand written and obtained in the office.