

## **GENERAL PATIENT INFORMATION**

### **New Patients**

Please arrive 15 minutes prior to your appointment time in order to register at the front desk. Bring your photo ID, insurance card, and any referrals, if required. If you do not have your referral in place (if required), you can either reschedule your appointment or pay for the appointment out-of-pocket. To save time, you can fill out new patient forms at our patient portal prior to your appointment or request a copy of the documents to be emailed or mailed to you ahead of time. Patient forms are available in the email sent to you prior to your appointment and on our website, at [www.Derm-Pros.com](http://www.Derm-Pros.com)

### **Returning Patients**

Please update the receptionist with any changes to your insurance or demographic information upon arrival. If you are updating your insurance information please bring your ID and new insurance card to your visit so that we may obtain a copy.

### **Late Arrival and Delays**

If you will be more than 10 minutes late for your appointment, please call our office as soon as possible to let us know. In some cases, it may be necessary to reschedule your appointment. Please keep in mind that a charge of \$25 will be assessed to your account for appointments not cancelled within 24 hours.

Please be aware that emergencies do arise. We will keep you updated if we are running behind due to a medical or surgical emergency.

### **Referrals**

If your insurance company requires that you have a referral authorization to see a specialist please make our office aware of this requirement. We will provide our patients with the service of requesting your referral from your primary care provider. In some instances it may take up to 3 weeks to receive an authorization for your appointment so keep this in mind when you schedule your appointment. We will make every effort to hurry along the process so that you can be seen sooner, especially in the case of an emergency. If your referral is not in place by the time of your appointment you can choose to either reschedule your appointment or pay for your appointment out of pocket.

### **Prescriptions**

Prescription refills can be requested by calling your pharmacy, which will then fax our office for the requested medication. Please allow two to three business days for prescription refills to be processed.