

Coronado Dermatology
Updated Office & Financial Policies
January 1, 2024

Office Hours:

Monday-Friday 8:00 am - 4:00 pm

Occasional Saturdays

Closed for federal holidays

Telehealth phone and video visits are available for established patients.

At Coronado Dermatology, we are committed to helping you and being easily accessible. As with other small businesses, we sometimes go through periods of reduced staffing and availability. We ask for your patience and understanding.

The most efficient way to contact us is through a secure text or by leaving a detailed phone message. Should you have an **urgent** concern, please specify it in your message. For all **emergencies**, please dial 911 and visit your local Emergency Room.

All messages are triaged every day, including weekends. Nursing staff return calls twice daily — during lunch hours and at the conclusion of our day. Our staff is trained to answer most questions. Questions for a doctor are best addressed during your visit. **Phone calls are considered telehealth visits. Please note that every visit with a doctor is subject to billing.**

We hold contracts to service a select group of health insurers. As such, we are obligated to uphold their policies and procedures. We are NOT contracted with Medi-cal, and thus, can not bill patients directly for services.

Cell phone policy: Please refrain from talking on your cell phone in our clinic and keep your phone on silent for the consideration of our staff, doctors, and other patients. If you have an emergency reason for keeping it on, please notify one of our receptionists.

Food/Eating Policy: Please do not bring food or drinks into the clinic. The only exception is on days we perform Mohs Micrographic surgery, as it could be a long visit.

People Accompanying the Patient: Please notify our staff if someone needs to accompany you. During these special circumstances, we can make recommendations for the safety of all parties involved. We are unable to provide services to anyone without an appointment. If you wish to consult with a doctor, please contact us.

Copayments & Deductibles: Any copayment and/or deductible required by your insurance will be collected at the time of service. Please note that **we are no longer accepting cash.**

Credit Card on File Policy: You may leave a credit card on file. After your insurance processes your claim, you will be mailed a statement for the remaining balance. With your approval, the credit card may be charged for the outstanding balance 30 days from the date of the statement. A credit card on file is required prior to all cosmetic evaluations and services. A credit card on file is recommended for telehealth visits and retail product purchases.

No Show & Late Cancellation Policy: As a courtesy, we'll call you the day before your scheduled appointment as a reminder. Should your appointment be on a Monday, we'll call the Friday before. We will leave a message if we cannot speak directly with you. Our efforts to contact you may sometimes fail due to technical issues.

An appointment is a contract to reserve time with a doctor. General Dermatology appointments canceled without at least a 2 business day advanced notice will be charged a \$50 fee. Cosmetic procedures such as consultation, chemical peel, microneedling, hydrafacial, PDT/photorejuvenation have a \$100 cancellation fee. Larger cosmetic procedures such as laser resurfacing or packaged procedures such as those for scar revisions will be given a cancellation fee after the consultation and quote are provided. Regular surgery cancellations will be charged a \$150 fee and Mohs surgery cancellations will be charged a \$200 fee if not done with at least a 3 business day advanced notice. All cancellations and no-show fees will be billed to you.

Frequent no-shows and/or cancellation fees may result in discharge from the practice.

Pathology, Microbiology & Laboratory Fees: Additional services — such as biopsies, microbiology, and blood work — may be required in order to aid in diagnosis. These services are provided by other healthcare companies that will bill you separately. Coronado Dermatology does not have any contractual arrangement with them.

Cosmetic Services: During a medically necessary skin evaluation, the doctor will identify brown age spots, sun spots, clogged pores, skin tags, corns, and wrinkles that are all part of the normal aging process. The purpose of these visits is medically necessary and will be billed to your insurance.

Further discussion and removal of benign lesions is deemed a cosmetic service and is not covered by insurance. Cosmetic services cannot be billed to your insurance, nor can we willingly try to bill your insurance in the hope that it may be covered.

Patients with Medicare or Tricare Insurance must sign a Beneficiary Liability Form.

A credit card on file is required prior to all cosmetic evaluations and services. Cosmetic services must be paid in full at the time of service and/or your credit card on file will be charged.

Cosmetic Evaluation: A cosmetic evaluation is an appointment to further discuss benign lesions already diagnosed by your doctor during a medically necessary consultation. The evaluation typically covers your skin care regimen, products used, and procedures available to improve your skin's appearance.

Focused Visit: A focused medical visit is time dedicated to your top skin concerns, such as skin lesions. Rashes, hair, and nail concerns are complicated and require their own dedicated appointments. Examples of focused visits include:

- Concerning Skin Lesions Visit
- Pre-skin Cancer Management Visit
- Medication Management Visit
- Rash Visit
- Acne Visit
- Hair loss Visit
- Wart Visit

Skin Cancer Screening: The purpose of this full body exam is to identify skin cancers. This is primarily recommended for those with many moles, a history of non-melanoma skin cancer — such as basal cell carcinoma and squamous cell carcinoma — or for anyone on an annual basis. It is recommended that anyone with a history of skin cancer and pre-skin cancer have a full skin exam performed by a dermatologist more frequently.

Melanoma Exam: A melanoma exam is a more extensive exam recommended for those with a history of melanoma. It includes the evaluation of the lymph nodes, liver, spleen, and cranial nerves.

Procedure Visit: The purpose of the visit is to perform a surgical procedure. Examples include but are not limited to:

- Cryosurgery
- Skin Biopsy
- Injections
- Excision
- Photodynamic Therapy
- Incision and Drainage
- Acne Surgery
- Mohs Surgery
- Laser
- Microneedling
- Scar Revision
- Botox
- Injectable Fillers
- Skin Tightening
- Photorejuvenation

- Chemical Peels
- Hydrafacial
- Blepharoplasty

Product Purchases: Non-prescription product purchases are subject to local sales tax. Prescription products are tax-free. These may only be purchased using a credit card.

Copying Medical Records: The fee for copying records is \$0.10 per page to cover clerical handling. There is no fee for sending records if you are relocating out of the area or to a referring physician. Medical records are the property of Coronado Dermatology.

Patient/Guardian Responsibility: Parents or guardians accompanying a minor are responsible for providing current insurance information for the minor as well as the payment for services provided. At the initial visit, you may sign our Consent for Minor Treatment Form, which allows us to render care for follow-up visits without the presence of a parent or guardian.

Expired/Invalid Credit Cards: Charges to your credit card will be declined if your card expires or the bank issues you a new card. If charges are declined, we will call you to get an updated credit card. If our calls are not returned within one week, a \$35 declined payment fee may be applied to your account, and a new statement will be mailed. Your account becomes delinquent if not settled within 14 days.

Returned Checks: All returned checks will be subject to a \$35 returned check fee. If the check is returned for any reason, you have 7 days to contact the office and arrange another form of payment.

Past Due Balances: Past due balances must be paid in full before scheduling additional visits or other services.

Delinquent Accounts: I understand that my account becomes delinquent if not paid within 30 days after billing, and the unpaid balance becomes subject to a monthly finance charge of 1.5% (18% APR) or \$35, whichever is greater. All unpaid accounts, regardless of size, are turned over to collections, and you will be terminated from the practice.

Coronado Dermatology complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.