



## **POLICIES AND PROCEDURES**

Skin Wellness Dermatology Associates ( SWDA) is a service-centric medical, surgical, and cosmetic dermatology practice with a focus on skin health and wellness. Please review the following practice policies and procedures.

Please initial each section and sign on the last page.

### **Utilizing Insurance Coverage**

**(initial)**\_\_\_\_\_

- SWDA is a direct care practice, is out of network for all 3rd party insurance payers and makes no representation that your claim will be reimbursed partially or in its entirety by your health insurance company.
- Upon request on the date of service, privately insured patients can be provided with a courtesy coded receipt to self- file a claim with their insurance company.
- All questions regarding your insurance coverage and reimbursement should be directed to your insurance company or benefits manager. SWDA will not communicate with any insurance provider or benefits manager.
- Importantly, by law, Medicare and Medicaid patients cannot submit for reimbursement.
- An administrative **fee of \$50** will be charged per visit for work related to submitting prescription prior authorizations (if requested) on a patient's behalf.

### **Appointment Scheduling**

**(initial)**\_\_\_\_\_

- A \$100 deposit will be collected at the time of booking in order to reserve your appointment. This charge will be credited on your account on the day of your appointment.
- No show or late cancellation will result in forfeiture of your appointment reservation fee.
- All patients are required to have a credit card on file (CCOF) to reserve an appointment time. A credit card will be stored in our secure processing system at the time of scheduling. Your card will only be charged for no-shows, late cancellations and deposits.
- Longer procedure appointments (cosmetic/surgical procedures) require a 25% deposit to reserve your appointment time block, however, you will be notified this at the time of booking.

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[www.skinwellnessdermatology.com](http://www.skinwellnessdermatology.com)

**Appointment Cancellations, Rescheduling and No Shows**

( initial)\_\_\_\_\_

- I understand late cancellations or missing an appointment prevents other patients from being seen; failure to give two (2) business days’ notice of cancellation or rescheduling will result in a non-refundable penalty charge of \$100 for office visits.  
(ex: As our office is closed on Fridays, Monday appointments must be canceled by Thursday 4 PM to avoid late cancellation fees).
- Procedures often require a larger block of time. Procedure appointments require two (2) business days’ notice of cancellation or rescheduling. Inadequate notice will result in a non-refundable penalty charge of \$100 or forfeit of one a prepaid series or 25% deposit for larger procedures.
- The penalties apply regardless of whether or not you receive a courtesy reminder call or text message reminder from our office. They also apply to appointments made just one day in advance.

**Late Arrival for Appointment**

( initial) \_\_\_\_\_

- I understand Skin Wellness Dermatology Associates will do its best to accommodate my late arrival by offering a for the remainder of my scheduled time if possible. I understand that my appointment time was reserved for me and that I will be charged for the full amount of time booked regardless of my arrival time.

**Payment**

( initial)\_\_\_\_\_

- I understand Skin Wellness Dermatology Associates does not participate with any health insurance plans and payments in full are required at the time of service by cash, credit card, or personal check. Flexible spending account (FSA) or Health Spending Account (HSA) may be used for medical services only in accordance with account regulations.

**Cosmetic Appointments**

( initial)\_\_\_\_\_

- A cosmetic consultation is required prior to receiving any cosmetic procedure. A \$100 deposit will be taken to reserve your appointment time. This will be applied to your initial service/treatment
- We look forward to making your cosmetic appointment a relaxing, comfortable experience. With that in mind, cosmetic procedure appointments require a longer scheduled visit. We do require two (2) business days’ notice of cancellation or rescheduling of these appointments. Changes made less than two (2) business days’ notice, may forfeit any deposit, consultation fee, or special package pricing.
- We reserve the right to require 25% or monetary deposit for cosmetic procedure appointments as these require longer scheduled visits.

**Safety and Privacy**

(initial)\_\_\_\_\_

- The use of recording devices in the waiting area or the exam rooms is prohibited. Any unauthorized recording or photography may result in dismissal from the practice.
- All firearms/weapons regardless of conceal-to-carry permits, are prohibited on our premises. Please store in your vehicle or leave at home.
- We are committed to the health and safety of our staff and patients. We will continue to monitor CDC guidelines and the North Carolina Department of Health throughout the COVID-19 pandemic.

**Medication Refills**

(initial)\_\_\_\_\_

- Medication Refills are provided at the discretion of the medical staff and may be declined based on potential side effects, failure to present for follow up visits, or extended absence from the practice. No refills will be provided if you have not been seen in > 1 year or longer.

I acknowledge that I have reviewed and understand this agreement.

Executed on \_\_\_\_\_ by: \_\_\_\_\_  
 Today's Date Patient Signature

\_\_\_\_\_  
 Patient Name (Printed)

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