

## Preparing for your appointment

Please bring the following to your first appointment:

- The completed forms included with this letter
- Your insurance card and driver's license (unless this is a cosmetic appointment)

### Medical Records

Bring relevant medical records with you or ask your referring physician to mail or fax them to us. Our address and fax number are noted at the bottom of this letter.

### When to Arrive

Plan to arrive at our office 15 minutes before your appointment to complete registration and check-in. We understand the value of your time and work hard to keep to our scheduled times.

### Cancellation Policy

We understand if you can not make your appointment and need to reschedule. However, please call 24 hours prior to your appointment for ANY cancellation. We charge \$50.00 dollars for any no-show appointments, (or cancellations without 24 hour notice).

## Important information about your bills

### Insurance Based Patients

The **insurance billed** surgical outpatient services provided at Pacific Dermatology & Cosmetic Center and Pacific Dermatology Surgery Center are divided into two bills:

- One bill from Pacific Dermatology & Cosmetic Center. This bill covers the costs of the professional services of the physician.
- One bill from the Pacific Dermatology Surgery Center. This bill covers some of the facility costs (surgical suite, equipment, supplies and staff time).
- ***Each of these bills may incur a co-payment or co-insurance responsibility for the patient, depending on the insurance coverage.***
- The amount of the co-insurance or co-payments that you will be required to pay will depend upon the services provided during your visit and the coverage provided by your insurance.

### Cosmetic Patients

- In order to establish optimal relations with our patients and avoid misunderstanding regarding our payment policies, payment is required for all services at the time they are rendered unless you are scheduled for a procedure that requires payment prior to the date of service. We accept cash, check, Visa, MasterCard, and American Express. We do have payment plans available through Care Credit.