

## **APPOINTMENT & OFFICE POLICIES**

Welcome to Southern Marin Dermatology (“SMD”). It is our goal to manage patient appointments efficiently, including the time reserved especially for you. Your cooperation will help with the smooth delivery of excellent care and is greatly appreciated by our team. Please read the following policies carefully and let us know if you have any questions.

### **Scheduling**

SMD is open Monday to Friday from 8:30am to 5:00pm (“business hours”).

Appointments can be scheduled:

- **Online**: most appointments can be scheduled via our website; however, certain types of visits are more complex. If you do not see the desired appointment type as an option to select, please call our office for assistance.
- **Phone**: to schedule an appointment by phone, please call **415-887-9758**.
- **In-person**: appointments can be scheduled in-person at our front desk; however, we are not able to accommodate walk-ins for same-day appointments.

Note that any prior balances on your account must be paid prior to scheduling your next visit.

Certain appointments may require a credit card number on file or pre-payment upon scheduling.

### **Urgent Care**

- **During business hours**: If you have an urgent need during regular business hours, please call **415-887-9758** and we will do our best to fit you in.
- **After hours**: SMD provides on-call dermatology-specific urgent care for established patients ONLY. Only dermatologic emergencies relating to concerns that an SMD Provider is currently actively treating will be evaluated after hours. Any new skin problem which has not been seen previously will not be evaluated after hours, rather it should be addressed by your primary care physician, urgent care clinic, or a local emergency room.
- If you have a medical emergency, call 911 or visit a local emergency room.

### **Appointment Notifications**

SMD utilizes an automated appointment reminder system to generate courtesy reminders regarding your appointments. Please let us know which notification method you prefer: text or phone call. Be sure to keep your telephone number, email, and address current in our records. While it’s rare for our automated system not to notify a patient of their visit, we cannot guarantee that all notifications will absolutely reach you. **REMEMBERING APPOINTMENTS IS ULTIMATELY YOUR RESPONSIBILITY.**

### **Cancellations and Missed Appointments:**

- We kindly request that you give us a **minimum notice of 24 hours** if you are unable to keep your appointment. To cancel a Monday appointment, please call our office before 12:00pm on the preceding Friday.
- **If you cancel an appointment less than 24 hours prior to your scheduled appointment, or if you fail to show for an appointment, your account will be charged a fee based on the amount of time the appointment is scheduled for, as follows:**
  - **Standard appointment (up to 29 minutes): \$150**
  - **Lengthy appointment ( $\geq 30$  minutes): 50% of estimated services or \$175 minimum**
- For appointments with multiple services (e.g. Botox and Filler), a separate cancellation fee shall apply for each scheduled service. This also applies to appointments with treatment scheduled for multiple areas (e.g. IPL for face, neck and hands), a separate cancellation fee shall apply for each scheduled area.
- In the event that your Provider is unable to perform a scheduled treatment/procedure due to your lack of adherence to the pre-treatment instructions provided (e.g. if you do not use a pre-treatment prescription, are too tan for a laser treatment, etc.), a missed appointment fee may be charged at the Provider's discretion.
- Multiple cancellations or multiple missed appointments may result in a pre-payment requirement or dismissal from the practice.
- Note that cancellation and missed appointment fees are NOT covered by insurance plans.

### **Late Arrivals:**

- Please call ahead if you are running late for your scheduled appointment time.
- If you are late for your appointment, we will do our best to accommodate you. However, on certain days it may be necessary to abbreviate or reschedule your appointment.
- If you arrive >10 minutes after your scheduled appointment time, you may be considered a "no-show" and a missed appointment fee may apply.

### **Your Appointment at SMD**

- Please arrive a few minutes early for your appointment to check in, or 15 minutes early if you are a new patient.
- **Your insurance card and government issued identification will be required at check-in.**
- Prior to your first visit (and anytime information changes), you will be asked to complete our New Patient Intake form and to sign an acknowledgement of our office policies.
- You may also be asked to sign a consent form(s) as required for consultations and/or treatment by SMD providers.

- SMD is not responsible or liable for loss or damage to personal belongings left in our office, including clothing, jewelry, medications, personal documents, electronics, or other valuables. Please leave all valuables at home.

### **Telehealth Appointments:**

Telehealth services include any health care service delivered virtually (e.g. online consultation or phone call) in real time by a licensed Provider to a patient at a different physical location. The same standard of care applies to a telehealth visit as applies to an in-person visit.

Eligibility: SMD offers telehealth appointments to established patients only; new patients must first be seen by their Provider in-person. You must be located in the state of California during your telehealth appointment (care must be provided within the state in which the Provider is licensed). At your Provider's discretion, they can make a one-time exception when you are traveling for an urgent consultation or a prescription refill. Note that a prescription refill will be sent to your pharmacy in California and it will be your responsibility to have it transferred to a local pharmacy in the state where you are traveling.

### **Tips for a Successful Telehealth Appointment:**

- Find a quiet, private, well-lit room.
- You will need a mobile device or computer that has a camera and microphone with enough charge (or is plugged in).
- You will need an internet connection that allows you to stream video.
- You will receive a text to your cell phone at the time of the appointment. Click the link to allow audio and video access.
- Have your pharmacy name, location, and phone number handy.

Billing: If you have insurance, SMD will bill your insurance company for telehealth services. You will be responsible for any out-of-pocket costs such as deductibles, copayments or coinsurances. If you do not have insurance, our self-pay policy will apply.

### **Prescription Refills**

Please look at your medication label to see if there are active refills available.

If you have **refills remaining, contact your pharmacy** to initiate a refill request.

If you are unsure if you have active refills, contact your pharmacy.

If you **do NOT have refills remaining**, contact your Provider via your Patient Portal.

1. Log in to your Patient Portal
2. Under the Messages tab, click "Compose Message"
3. In the "To" dropdown menu, select your Provider's name
4. Send your Provider a message including the name of the medication

If you need to call the office for a prescription refill, please leave a voicemail for the Medical Assistant team. Speak slowly and clearly, and include the following information:

- your first and last name, spell your last name
- name of medication
- your phone number

Please note it is your responsibility to notify your Provider in a timely manner when you need medication refills. SMD will typically reply within 1 - 2 business days. Prescription refill requests are processed **ONLY** during regular business hours. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.

Your Provider will determine your eligibility for refills depending on the medication and your medical condition. Your insurance may be billed for the Provider's time as described in SMD's Financial Policy. It may be necessary for you to be reassessed by the Provider before a prescription can be refilled to ensure the medication and dosage are still appropriate or if additional counseling is necessary. If you feel that your medication needs to be adjusted, or if you experience new or changing symptoms, please schedule an appointment with your Provider.

### **Patient Portal**

SMD provides you with an online patient portal that is integrated with our scheduling and medical records system with services including:

- Complete or update your demographic and health history information
- Send secure non-urgent messages to our team, including photos and attachments
- Review your biopsy / pathology results
- Request a prescription refill
- View billing statements
- Make a payment
- Review, download or print your medical records

The url is **<https://smd.ema.md>** (Mozilla Firefox is the preferred web browser)

To Set Up Your Account for the first time:

- Contact our office to request your patient portal link:
  - o text: 415-417-1041
  - o phone: 415-887-9758
  - o website: click the purple "Message us" button on the Patients tab
- A link will be sent to the email address you provided
- Follow the prompts to verify your identity
- You will then create a new password.
- NOTE: The link will expire in 72 HOURS.
- Please check your Junk/Spam folder if you don't see the link in your inbox.

**ACKNOWLEDGEMENT OF APPOINTMENT & OFFICE POLICIES**

I have read and understand the above Appointment Policy and I agree to be bound by its terms. I understand and agree that such terms may be amended from time to time by the practice. I understand that if I miss or cancel an appointment with less than 24 hours' notice, I will be charged a fee as described above.

**Patient's Name:** (print) \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

- OR -

**Patient's Legal Representative's Name:** (print) \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Describe Authority:** \_\_\_\_\_