

If you have questions or concerns related to this notice or your privacy rights – contact our practice manager by calling (520) 382-3330. You may also share your questions or concerns with your physician or with the Secretary of Health and Human Services if you believe that your privacy rights have been violated. Specialists in Dermatology reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information by posting a notice at our reception window.

### Pathology

Here at Specialists in Dermatology we have an in-house laboratory that we use to process your tissue specimens. We strive to keep our costs low so that we can provide you with low cost service. If your insurance allows you to be seen by our providers, then your pathology charges will be allowed too. As a consumer you have right to have your specimen sent elsewhere, if you would like to do so please let the medical assistant know. Some tests and insurances require us to send your specimen elsewhere, if this is the case you will be billed by the outside laboratory separately for their services. Because pathology may be billed at a later date than your visit date, your insurance coverage for pathology charges may be affected by changes to your insurance that take place during the elapsed time. Be sure to inform us of any upcoming insurance changes so we can assist in this process. Most of the time the cost of pathology is not known at the time of your visit, billing for these charges will be mailed to you at a later date.

### Unaccompanied Minors

We understand that it is not always possible to be present at your child's appointment; we ask that you supply us with a signed release to treat your child to ensure their health and well-being.

### Medical Records Copies

If you would like a printed copy of your medical records for your personal use there is a fee of \$10 plus \$1 per page after the first page (\$25 maximum). All medical records requested by your physician are provided at no cost directly to the requesting physician. You can also print your medical record free of charge from the patient portal at: <https://community.carecloud.com>

### No Show Policy

In an effort to provide easy, convenient, and predictable scheduling for all of our patients we ask that you contact our office with changes to your appointment at least 48 hours in advance. Last minute cancellations, changes, and no-shows effective all of our patients and can create delays and backups that become inconvenient to other patients. We look forward to seeing you at your appointment and we hope you look forward to seeing us. Unfortunately sometimes patients forget to call to cancel or change their appointments. This limits our availability to meet the needs of other patients, at times making for unnecessary waiting periods for patients to be seen. To discourage this practice and improve availability options for patients we charge a \$25 fee for appointments that are not canceled with 48 hours of notice. The office will attempt to contact you up to 3 times to confirm your appointment two (2) days in advance by your choice of text message or phone call. Be sure to let us know if your information changes so we can contact you.

**Specialists in**  
**DERMATOLOGY P.L.L.C.**  
[www.specialistsindermatology.com](http://www.specialistsindermatology.com)

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### Welcome to the Practice

Thank you for choosing Specialists in Dermatology, PLLC as your health care provider. We are happy to be your partner in achieving your best health. We are dedicated to partnering with you for successful treatment. We want to make your experience with us as easy and convenient as possible for you. Included here are some of the tools we have in place to help with this.

### Patient Portal

You have a lot going on and we know that. There just simply isn't always the time in the day to make an extra phone call or stop by the office. We want the information you need most often available to you whenever is convenient for you. To make this happen we have put together a patient portal that will give you access to your medical record, billing statements, and appointments. From the portal you can get and send messages to the office, sign-up for electronic statements, request appointments, and get a copy of your medical record. Signing up for the portal is easy; simply give a staff member your email address and ask them to invite you to the portal. An invitation will be sent to your email, click the Accept Invitation button to set up your account. Visit the portal at: <https://community.carecloud.com>

### Appointment Reminders

Schedules are busy and it's easy to forget your appointments. We want to help you with this. We partner with a third party system to send you appointment reminders by either phone call or text message. We will automatically have a call sent to you two days before your appointment; if you'd prefer a text message you can simply opt in at any time by texting "SID" to 622622.

## **Your Feedback**

We like to know how we are doing. We welcome the good and the not so good. We are dedicating to the patient experience and your feedback helps us make the important changes necessary for us to accomplish that goal. Please send us an email with your feedback to help us with this: [feedback@specialistsindermatology.com](mailto:feedback@specialistsindermatology.com)

## **Patient Financial Policy**

In an effort to maintain a transparent and trusting relationship, we feel it is best to provide you with our financial policy to ensure you are never caught off guard. Please ask if you have any questions about our fees, our policies, your responsibilities, or ours. Carefully review the following information and return this form to us with your signature and today's date. A copy of the information we've given you here can be found in the "Practice Policies Brochure" you received at check-in. Please keep the brochure in case you have questions and it is not convenient to reach us. We do request that all of our patients complete our Patient Information Form prior to seeing the provider and annually thereafter. Please notify our office of any patient information changes (i.e. address, name, insurance information, etc.) so that we can provide you with timely service and information. We are happy to bill your insurance and provide you with eligibility information before your visit. In order to this we need you to partner with us in providing the clinic with all of your current insurance information. We are bound by certain agreements in our contracts with your insurance and in order to avoid the risk of straining those contractual bounds, it is important for us to know all the insurance companies you hold policies with. This helps us to be sure you are being treated and billed to maximum benefit of your insurance benefits. We will ask for your insurance card at your first visit to have a copy for our records. We may occasionally request a copy at a later date to update your records so please have your insurance card every time you come to the office. If current information is not obtained at the time of service, it will become the patient's responsibility to pay until current information is provided to the clinic. Your insurance policy is a contract between you and your insurance company. While we are happy to help and file claims for you, we are limited in the extent of involvement we can have between you and your insurance company. This means that we cannot become involved in disputes between you and your insurance carrier.

Some frequently disputed issues are deductibles, co-payments, non-covered charges and "usual and customary" charges; we suggest contacting your insurance company to get a clear understanding of what your benefits in these areas are. We are happy to provide all necessary information to both you and your insurance company. We are now collecting co-payments and deductibles at the time of service. We get an estimate of your responsibility for your charges based on your insurance company's guidelines. Sometimes there are differences between these estimates and the insurance company's final determination of benefits, the difference will be either returned or billed to you when we get word of the final decision from your insurance company. Co-payments are collected at the time you check in at the front desk prior to being seen by your doctor. Deductible payments are collected at check-out after the completion of your visit, this way we can give you the most accurate estimate.

We ask that full payment be made at the time of service unless prior arrangements have been made. If your insurance company has not paid the balance in full, you will receive a statement notifying you of the amount due. Please feel free to call our billing office to set up payment arrangements if necessary or any answer any questions you might have regarding your statement. We know insurance is changing quickly and can be confusing so we are happy to help as best we can. Unfortunately there are times when overdue balances occur. If we have sent you three statements and haven't heard from you, your account may be referred to a collection agency. If your account is referred to a collection agency, it might be necessary to hold off on scheduling future appointments until the account is made current. We accept cash, Visa, MasterCard and American Express. As a courtesy, the clinic offers a 30% discount to all patients without insurance coverage.

## **Payment Arrangements**

Our primary concern is your health. We want to make sure that you are able to get the treatment you need. We know healthcare costs too often get in the way of people receiving the treatment they need. Please let us know if your total balance due has become too burdensome for you, we are more than willing to work with you on making reasonable payment arrangements. We want your health to be your primary concern and to help you find a manageable way to get the treatment you need.

## **Privacy Policy**

Protecting the personal information of our patients (protected health information, PHI) is important to our clinical practice; it is our aim to have internal practices that ensure the safety and security of your PHI. We at Specialists in Dermatology use your PHI for treatment, healthcare reimbursement, and for healthcare operations. We maintain policies and procedures along with staff education to better protect your personal health information. Our clinical facilities are restricted to safe guard your information. People admitted into the clinic are either staff members, being escorted to a treatment room, or involved in a healthcare operations matter and taken to our conference room or offices. We utilize your health information clinically by providing a report to your primary care physician. We utilize your health data to submit requests for reimbursement from your insurance carrier. We also have contracts with transcription services and accountants to perform our daily office operations. We have developed a policy and a written statement that all contractors must sign that they will safeguard all information provided to them in the performance of their contractual duties for Specialists in Dermatology. We have developed internal practices to ensure our electronic data is as secure as possible. Our software supplier has complied with appropriate federal laws with scrambling the data to ensure privacy in transmission. Each of our employees has their individual password to log onto electronic information. We maintain practices and policies that computer screens do not remain open with PHI information if the employee is not occupying the computer. These are just a few of the steps that we take to protect your PHI. As a patient you are entitled to review your personal health information. You may also amend your health record. If you request your medical record for review, we will respond as soon as possible, but no later than 30 days. If you wish to amend your medical record after review, then Specialists in Dermatology has 60 days to respond to you in writing regarding agreement on amending the record. You have a right to receive an account of all disclosure of your PHI. Specialists in Dermatology will abide by all laws, federal and state, related to the privacy of protected health information. We will abide by the terms in this notice provided to you, and we will review our operations in an effort to ensure that we are protecting your health information in the best manner.