

## OFFICE POLICIES

Alan D. Andrews, M.D

### FOR RETURNING PATIENTS

PLEASE NOTIFY THE FRONT DESK PRIOR TO SEEING THE DOCTOR IF THERE HAS BEEN ANY CHANGE IN YOUR INSURANCE PLAN OR COVERAGE. **PLEASE NOTE:** OUR OFFICE CANNOT ADVISE YOU CONCERNING THE VAGARIES OF YOUR NEW INSURANCE COVERAGE UNLESS WE ARE NOTIFIED OF THE CHANGE IN ADVANCE. INSURANCE PLANS VARY CONSIDERABLY IN COVERAGE AND PRECERTIFICATION REQUIREMENTS.

PLEASE NOTIFY THE FRONT DESK IF YOUR NAME, ADDRESS, OR TELEPHONE NUMBER HAS CHANGED SINCE YOUR LAST VISIT.

This office makes a good faith effort to run on time while at the same time accommodating true emergencies and attempting to address all important patient concerns. We hope that you will understand that certain policies are necessary to fulfill this objective and to prevent long waiting periods for all of our patients:

1. First visits are generally only for consultations (this may apply to later visits as well, when the visit is for a significant new problem). This means that procedures (i.e. biopsies, excisions, destructions, etc.) are not always done on a first visit, as we cannot anticipate which procedures will be needed until after an initial evaluation.
2. Since certain procedures like an excision requiring sutures are sufficiently lengthy, we do not schedule more than one at a time. This policy not only keeps the office on time but also reduces the chances of surgical and post-surgical complications.
3. Similarly, procedures which are strictly cosmetic and hence NOT covered by insurance, are generally not performed on the same day as procedures or treatments which ARE covered by insurance. This helps avoid inevitable problems for both this office and for the patient in receiving proper reimbursement.
4. Problems unrelated to the procedure scheduled for a given time, unless they are deemed urgent, are generally not evaluated or treated at the time of the procedure. Such unrelated problems will be dealt with on a separate visit.
5. If a patient has a long list of different skin problems, it sometimes may be necessary to defer complete discussions of the less pressing ones until a subsequent visit. The doctor will decide which problems are the most urgent and how best to deal with all your questions on a timely basis.