



## GENERAL POLICIES

### Appointment and Arrival Times

Scheduling appointments for our Nashville office can be done by calling (615) 279-5656, Monday-Thursday 8:00 am - 4:30 pm and Friday 8:00 am – 12:00 pm. We ask that you arrive 15 minutes prior to your appointment to allow time for administrative tasks (i.e.: update of patient information, collecting of copayments, deductibles, and coinsurance, etc.). **All co-pays, coinsurance and/or deductibles are due at the time of service. The amount collected at your appointment is based on the available insurance fee schedule and is an ESTIMATION of your patient responsibility. There may be additional patient responsibility due once your insurance processes your claim, or you may be due a refund. Refunds and Patient Statements are processed on a monthly basis. A \$35.00 Returned Check Fee will be applied to your account if your check is returned for insufficient funds.**

Please bring your photo ID and insurance card(s) and a list of your current medications including the name of the medication, and the dosage and frequency (please include prescription medicines, over-the-counter, and vitamins / supplements).

In order to serve our patients more efficiently, we have instituted a cancellation policy. Time has been specifically reserved for your provider appointment, procedure or treatment. If you cannot make it to your scheduled appointment, **please contact us 24 hours in advance to cancel or reschedule your appointment.** As a courtesy, we do make reminder calls for appointments 24-36 hours prior to your scheduled appointment. If you do not receive your message or we have incorrect information the cancellation policy will still be in effect.

If you choose not to provide appropriate notice or miss your appointment you will be subject to the following charges:

- ❖ \$50.00 Consultation, New Patient, or Return appointment
- ❖ \$100.00 MOHS or Excision surgery appointment

*We find it necessary to implement this policy due to the high demand for patient appointments. With appropriate notice, we are able to schedule other patients in your appointment time slot and accommodate these needs.*

### Late arrivals

Our office strives hard to see our patients in a timely manner. Therefore, if you arrive 10 or more minutes late, we may have to reschedule your appointment

### Pathology & Lab services

Please note that if you have biopsies, excision, blood work, etc., there will be a separate bill from these individual providers. For pathology services, we utilize St. Thomas Pathology Associates, all lab services are forwarded to PathGroup.

### Minors

Minors must be accompanied by their legal guardian during their first visit. After the first visit, a parental waiver must be signed if their guardian will not be present during future appointments.

\_\_\_\_\_  
Signature of patient

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient's printed name

\_\_\_\_\_  
Patient's date of birth