

EVI Dermatology Consents

General Office Policy

Thank you for choosing our dermatology practice for your skin health needs. Our mission is to provide high-quality, compassionate dermatologic care for patients of all ages. To ensure an efficient and respectful experience for all our patients, we have established the following office policies.

OFFICE HOURS

- Monday – Thursday: 8:00 AM – 4:30 PM
- Friday: 8:00 AM – 12:00 PM
- Saturday & Sunday: Closed

In the event of a family emergency or inclement weather, we will need to reschedule your appointment. These hours are subject to change at the discretion of EVI Dermatology.

APPOINTMENT AND SCHEDULING

- Appointments are required for all visits.
 - We make every effort to stay on schedule. Please arrive 10–15 minutes early for check-in and paperwork.
 - If you arrive 15 minutes or more late, your appointment may need to be rescheduled out of respect for other patients.
 - **Patients under 18 must be accompanied by a parent or legal guardian** unless our consent to treat a minor is signed by a legal guardian
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CANCELLATION AND MISSED APPOINTMENTS

We understand that unexpected issues or illnesses can arise. We also hope that you understand that late-cancellations really affect our ability to operate. Please notify us as soon as possible if you need to cancel or reschedule.

Appointments **must be canceled at least 24 hours in advance** to avoid a fee.

- Missed or late-canceled **medical appointments** will incur a **\$50 fee**.
- Missed or late-canceled **surgical or cosmetic procedures** will incur a **\$200 fee**.
- These fees are not covered by insurance.

ADMINISTRATIVE FEES FOR PAPERWORK

Medical records requested by another healthcare provider will be sent at no charge.

However, completion of non-visit related forms such as FMLA, AFLAC, patient assistance, or cancer policy forms will incur a **\$40 administrative fee** and must be paid at the time it is given to our office.

DIAGNOSTIC TESTS AND RESULTS

- Certain conditions may require diagnostic testing such as skin biopsies, cultures, patch testing, or blood work.
- All tests are ordered based on medical necessity and discussed with you prior to being performed.
- Biopsy and lab results are typically available within 7–14 business days, depending on the laboratory.
- Our office will contact you promptly once results are reviewed by the physician.
- Please note: for your privacy, results will not be released to family members or others without a signed HIPAA authorization.
- If you have not heard from our office within **two weeks** after your procedure or test, please call us to ensure results have been received and reviewed.

You may receive a separate bill for these diagnostic services from an off-site lab for any tests your physician may order. All questions regarding the bill should be directed to the laboratory or pathology performing the test.

PRESCRIPTION REFILLS

- Please request medication refills through your pharmacy.
 - Allow 2–3 business days for refill processing.
 - Refill requests will not be handled after hours or on weekends.
 - Periodic follow-up visits may be required for chronic conditions. No refill will be given for any condition that has not been evaluated in over 1 year.
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AFTER-HOURS CARE

- If you experience a medical emergency, please call 911 or go to the nearest emergency department.
 - Prescription refills, test results, and routine questions will be addressed during regular office hours.
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COMMUNICATIONS

- We encourage patients to use the secure patient portal for non-urgent questions, test results, and medication refill requests.
 - Messages are typically answered within 2 business days.
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ACKNOWLEDGEMENT

By signing below, I acknowledge that I have read, understand, and agree to the terms outlined in the “*General Office Policy*” and agree to be bound by its rules above in order to receive services from EVI Dermatology. I acknowledge that I have the right to decline agreement to these terms, which will result in refusal of services to me by EVI Dermatology and its providers.

Patient / Legal Guardian Signature: _____

Patient / Legal Guardian Printed Name: _____

Date: _____

Financial Policy

INSURANCE CLAIMS

We participate with most major insurance plans. As a courtesy, we will file claims on your behalf. However, it is your responsibility to:

- **Bring your insurance card with you to every visit.** This allows us to verify the accuracy of insurance information at the time of your visit. If we cannot verify your insurance, you will be considered self-pay (**no exceptions**).
- Verify whether our services are covered by your insurance plan.
- Be aware of any co-payments, deductibles, and out-of-pocket costs as determined by your insurance provider.
- If your insurance denies coverage or does not pay the full allowable amount, you are responsible for any remaining balance.
- **We will collect BOTH co-pay and estimated deductibles at the time of service.** Once the claim has been processed, you will either be refunded the difference (overestimated), or be responsible for the remaining balance, should one exist. All unpaid balances past 90 days will be sent to collections and a 25% administrative fee will be assessed to cover collection agency cost as well as finance charges and will not be waived for any reason.
- If your insurance plan requires a referral, you must obtain and provide it prior to your appointment. Without a valid referral, you will be responsible for the full cost of your visit.
- **Statements will be provided electronically via email unless otherwise requested**

For Self-Pay and Non-covered services (i.e. cosmetic), full payment is required on the day of your appointment.

METHODS OF PAYMENT

We accept cash, checks, and credit/debit cards. For large balances, payment plans may be arranged. A **\$35 overdraft fee** will be assessed for any returned checks and a **\$25 charge for all credit/debit card chargebacks**.

CREDIT CARD ON FILE POLICY (separate consent)

EVI Dermatology securely stores a valid credit card on file for all patients with commercial insurance. This information is stored using HIPAA-compliant, encrypted software — the same system that protects your confidential medical information.

If a balance remains after insurance has processed your claim, you will receive an electronic statement via email.

- **Thirty days after statement issuance, the remaining balance will be charged to your card on file to prevent your account from being sent to collections.**
- Accounts will be sent to collections after 3 statements and will not be able to reschedule until the balance is paid.

Disputed valid credit card charges will incur a **\$50 administrative fee** to cover processing costs. If you believe there is an error in your statement, please contact our billing department prior to contacting your credit card merchant to avoid the possibility of an administrative fee.

ACKNOWLEDGEMENT

By signing below, I acknowledge that I have read, understand, and agree to the terms outlined in the *“Financial Policy”* and authorize EVI Dermatology to charge my card on file for balances as described above. I understand that I am responsible for any fees, co-pays, deductibles, and balances as per the terms of my insurance plan or in the case of self-pay services.

Patient/Responsible Party Signature: _____

Patient/Responsible Party Printed Name: _____

Date: _____

The signer must be the same name as the credit card on file.

Acknowledgement

By signing below, I hereby acknowledge, agree to the, and authorize all of the following:

- a) Accurate Information.** I certify that the information provided on this form is accurate, complete, and up to date to the best of my knowledge.
- b) Patient Rights and Responsibilities.** I have received and understand that EVI Dermatology maintains a Notice of Privacy Practices, which describes how my protected health information may be used and disclosed, and how I may access my health records. I understand that I have the right to review this healthcare facility's Notice of Privacy Practices prior to signing this form.
- c) Release of Medical Information.** I authorize the release of my health information to the healthcare facility in accordance with the healthcare facility's Notice of Privacy Practices. This includes, but is not limited to, releasing medical information to my referring physician, primary care physician, and any physician(s) I may be referred to. The healthcare facility shall ensure all health information remains confidential, as required by HIPAA, and will not release any of my health information without my consent.
- d) Consent for Treatment.** I grant EVI Dermatology, including its affiliated providers, physicians, and other medical personnel, permission to use the health information provided for the purpose of my medical treatment as necessary.
- e) Consent to Communication.** I consent to receiving communications from the EVI Dermatology regarding appointment reminders, test results, and other necessary healthcare-related information via phone, email, or channels.
- f) Acknowledgment.** By signing below, I hereby acknowledge, agree, and authorize all of the above, and I authorize EVI Dermatology to retrieve and review my medical history and authorize EVI Dermatology to release the information required in obtaining procedure authorization or the processing of any insurance claims.

Patient/Legal Guardian Signature: _____

Patient/Legal Guardian Printed Name: _____

Date: _____