

# **East Tennessee Dermatology Group**

## **Policies**

### ***Office Hours***

Monday – Thursday 8am – 7pm

Friday 8am – 5pm

### ***New Patients & Patients Not Seen Within the Past Six Months***

Please contact your insurance provider to verify that we are in your Provider Network. If not, we will bill most insurance providers, but are unable to guarantee full coverage. You will be responsible for any remaining balance. Please contact our office to determine whether we accept your insurance coverage, prior to making an appointment.

After making an appointment, you may print our registration forms from our website and complete and mail or fax them to our office.

If you would prefer, you may come into the office 15-20 minutes prior to your appointment and complete the necessary paperwork. The forms include Patient Registration, Medical History (new form required every 6 months) and HIPAA patient privacy notification.

### ***Cancellation and Late Policy***

In the event that you need to cancel or reschedule an appointment, please notify our office at least 24 hours in advance of your appointment. This courtesy allows us to accommodate other patients.

In the event that you are late, it may be necessary for our office to reschedule your appointment.

A patient who misses three appointments, without prior notification, may be discharged from the practice.

### ***Prescription Refill Policy***

When our office receives a refill request from your pharmacy, we will make every effort to contact the pharmacy within 24 hours.

**Please be aware we do NOT complete prior authorizations for medications.** Please have your pharmacist contact your insurance company should an authorization be required.