

Welcome to our practice!

We thank you for choosing our practice for your dermatology/dermatologic surgery needs and we are very much looking forward to meeting you!

Please complete your new patient forms and bring them with you on your appointment date. Please bring a list of your medications that includes strengths and directions. Our office hours are Monday through Thursday 8:00am to 4:00pm and Fridays 8am-2pm.

Please arrive 15 minutes prior to your scheduled appointment time to allow for processing of your new patient paperwork. If you do not call or show up for your appointment you may be charged a \$50 fee. The same fee may apply if you do not give 24 hours' notice of an appointment cancellation. If you are late or do not show up for a surgery you may be charged a \$250 fee.

Appointments will not be honored if arriving late and will have to be rescheduled.

Please bring your insurance cards and a photo ID with you. These items are required in order for you to be seen. If you do not have these items, you will have to reschedule your appointment. Insurance co-payments are due the same day of service. If you do not have insurance, payments are expected at the time services are rendered. If you have questions, please contact our office to make prior arrangements.

If a referral is required for your insurance plan, it is your responsibility to have it either faxed to our office or brought with you at the time of your appointment. We cannot see you without a referral if one is required by your insurance company.

IN ADDITION PLEASE BE ADVISED:

- ❖ It is your responsibility to know your insurance plan, such as if pre-authorization or referral is needed, please bring this with you to your appointment. All insurances have different benefits, therefore we do not know if any or what procedures, labs or x-rays

are covered benefits for you. IF you are unsure you will need to check with your insurance company or human resources department.

- ❖ We require a three (3) day notice for any and all prescriptions or refills, so please do not run completely out of your medication before calling for a refill. When you call to request a refill, please have the prescription information handy along with a phone number for your pharmacy. Our after-hours answering service is not for refills, and prescription requests WILL NOT be processed after office hours. If your medications are mail ordered, please request your refill well in advance of your medication running out.
- ❖ Our after-hours answering service is for emergencies only. Dr. Kouba requests that this line be kept open for emergencies. Any after hour non-emergency calls may be subject to an office fee.
- ❖ Please give a 24-hour notice if you are unable to keep your appointment as we have other patients waiting to be seen.
- ❖ We require a one week notice for all surgery cancellations as we have other patients waiting to be scheduled. You may be charged a fee if proper cancellation is not done in advance.

Again, we are looking forward to meeting you! If you have any questions or concerns don't hesitate to contact our office.

Thank you!

Signature

Date