

Patient Information

We believe your understanding of our office policies is an essential element of your skin care. If you have any questions regarding any of our policies, please ask one of our staff members.

Your First Appointment

We ask that you arrive 15-20 minutes before your first scheduled appointment. This enables us to gather all of the paperwork necessary to prepare your chart.

Please have with you...

- Photo Identification
- Proof of Insurance
- Completed Paperwork (can be downloaded from this website)
- Pertinent Medical Records

Our Financial Policy

Patients are responsible for payment at the time of service. We accept cash, check, Visa, MasterCard, Discover and AmericanExpress. Co-payments and deductibles are collected before leaving the office. Payment in full is required for all cosmetic, elective, and self-pay services.

As a courtesy to our patients, we file primary and secondary claims to the insurance plans with which we participate. We will appeal claims until efforts are exhausted. If the claim is denied, responsibility will be placed with the patient.

If we are not contracted with your insurance company, we will prepare and send the claims for you. However, *out of network* benefits will apply. You will be responsible for any portion that your insurance company does not pay.

Delinquent accounts and returned checks may be referred to an outside collection agency. A collection fee will be added to your account.

You may receive a separate bill for laboratory services from an off-site lab for tissue biopsies interpretations. Contact lab directly for any billing question.

Practice Policies

If you arrive late for your appointment, you may be asked to reschedule or we may be able to accommodate you as an added-on patient.

We make at least one attempt to contact patients as a courtesy reminder of their scheduled appointment. Patients are however, ultimately responsible for keeping their appointment. If you must cancel an appointment, we require at least 24 hours notice. Failure to give such notice may result in a fee being assessed to your account.

We respect our patients' time. We try our very best to stay on schedule, but occasionally a patient requires more than the allotted amount of time due to a complicated issue. Thank you for understanding that we will provide this same level of attention to you or your loved one in the event that you have a complicated problem.

Our clinical staff will call and inform you of the results of the biopsies you had done here in our office and any lab tests or x-rays ordered by us to be performed at an off-site facility. If you have not heard from our office within two weeks of having your biopsy, blood work, or x-ray, it is your responsibility to call our office to receive the results.

Prescription refills are handled by contacting your pharmacist. They will fill the prescription or contact us for authorization. Refills can only be done during regular office hours so that your chart may be reviewed. Some medications cannot be refilled without an office visit and no medication can be refilled if it has been more than one year from your last office visit.

If your primary care provider has asked that you see Dr. Sevigny, you must have their office contact us to set up the appointment. Physician consult appointments are seen on an urgency basis. If your PCP feels your issue is urgent, we will fit you in ASAP.

Products purchased may be returned within 30 days. Amount will be credited to your patient account.