

Our Office Policy

We believe that people have the best experiences and outcomes when everything is done with a sense of mutual respect and kindness.

Let's treat each other how we would want to be treated ourselves! Here is our pledge to you, along with our expectations of you.

You will be asked to sign an acknowledgement stating that you agree to comply with our policies. Thank you!

	Our pledge to you	What we ask of you
Timeliness	<p>We respect your time and are happy you have chosen to spend part of your day with us! We pledge to complete your visit in as timely of a manner as possible. Please note that the nature of dermatology is that sometimes patients need unanticipated procedures during their visit, which takes a little extra time. We promise to hustle while still providing you the most thorough care possible, and also offering the very same to all other patients in our clinic.</p>	<p>In order to respect the time of our other patients who are waiting patiently for their visits, we would ask that you please:</p> <ul style="list-style-type: none"> • Arrive on time (or a bit early!) with paperwork completed ahead of time • Understand that if you arrive more than 15 minutes late to your appointment, you may need to be rescheduled. Sorry about that! • Understand that we may not be able to address every single skin concern you may have in a single visit. • Understand that the nature of treating some skin conditions may require multiple return visits (especially when it comes to warts, rashes, precancers, and skin cancers).
Attention to Detail	<p>We are very detail-oriented people. It's in our nature. From the lobby to the treatment room, we pledge to offer you the most comfortable and pleasant experience possible during your visit.</p> <p>We also pledge to give you our undivided attention during your visit and to provide you with the thorough and comprehensive care that we have become known for.</p> <p>Lastly, we pledge to verify your insurance coverage and benefits before the day of your visit, as long as you have provided us with the information we need to do so.</p>	<p>We put forth a great deal of effort to provide you with a great patient experience. In order for you to achieve the best outcomes, it will require some attention to detail on your part.</p> <ul style="list-style-type: none"> • Please do your best to know and understand your insurance plan and deductible (see Financial Info Sheet). If your insurance plan requires a referral number from your primary care physician, please provide this when you are scheduling your appointment. • Please listen carefully to our instructions during your visit, and please follow our instructions to the best of your ability when you get home, so that you can get better! • Please carefully read our policies and Financial Info Sheet so that you are well-versed in how things work in our practice. • Please understand that according to our policies, any amount you owe towards your visit will be collected at the time of checkout.
Clear Communication	<p>We believe that the best outcomes happen when our patients understand their conditions and receive clear communication. We pledge to educate you about your condition, to communicate any test results in a timely manner, and to respond to your calls and questions as quickly and clearly as possible. We also pledge to do our best to communicate pricing information during your visit so that there are no big surprises at check out or when you receive a statement. In compliance with federal privacy policies,</p>	<ul style="list-style-type: none"> • We ask that you do your best to communicate clearly with us your needs and expectations during your visit, so that we can do our best to provide you what you are looking for. • We also ask that you provide us with good contact information and notify us of any changes to your contact or insurance information. • Please return our phone calls and billing statements in a timely manner. • If a parent or guardian cannot accompany a minor patient (<age 18) to the exam, a written authorization from the parent/guardian must be presented at the appointment, since without it, we are unfortunately unable to see the patient. Bummer!

	<p>no information regarding a patient will be released without written authorization.</p> <p>Please note that if you'd like a copy of your medical records, we are happy to provide this to you for a nominal fee of \$15 (<20 pages) to \$20 (20+ pages). Completion of Disability, Insurance, FMLA, Medical LOA, Social Security forms or dictated letters may incur a \$25 fee. Please allow at least 48 hours for completion.</p>	<ul style="list-style-type: none"> Regarding prescription refills, please contact your pharmacy directly. If you are out of authorized refills, the pharmacy can then send us a written refill request on your behalf. Please note that some medications require medical monitoring and will require a return office visit in order to continue authorizing refills. Please allow up to 24 hours for refill authorizations, and please note that no prescriptions will be handled on weekends or after normal business hours unless deemed an emergency.
Respectfulness	<p>We are “people people.” We love what we do, and we love serving our community. That includes all people, of all ages, races, religions, and walks of life. We pledge to offer you our utmost respect during your visit. This includes respect for your time and your needs, as described above.</p>	<ul style="list-style-type: none"> Please be courteous to our other patrons by keeping cell phone use to a minimum. Please be respectful and kind to our staff members who are working hard on your behalf. We personally purchased every piece of furniture and equipment in this clinic. We wanted to create a place that feels like home to all of us, and with that in mind, we ask that you please treat our space with the same respect and care that you would your own. Translation: please minimize spills and toddler mayhem. Dr. D knows personally that this is easier said than done with children, so if a problem arises, just let us know so we can clean it up promptly. 😊 Please respect our time and efforts and provide us payment for our services in a timely manner. Note that your full payment is due at the time of service. Please refer to the Financial Info Sheet for more details.
Grace	<p>We are all humans. We understand that sometimes you might be having a bad day, running late, feeling grumpy or frustrated, or otherwise just not at your best. We get it. We pledge to offer you grace and to love you through it. Just try not to let it happen again. 😊</p>	<p>We are all humans. Sometimes we might make mistakes, run behind despite our best efforts, or not communicate as well as we'd like. Goodness knows that we are not perfect, even though we would really love to be! We ask that you please offer us grace when things don't go exactly as you'd like. We welcome your feedback on how we can improve, and we would appreciate it if you would please bring any concerns to us directly, either by speaking with us or filling out a feedback form and dropping it in our suggestion box. We would appreciate it if you would avoid taking your complaints to the online community, since as you can imagine, even one bad review can be devastating to a new practice. We are always looking for ways to improve and appreciate you helping to bring out the best in us.</p>
Loyalty	<p>Our patients mean the world to us. We are humbled and grateful for those of you who have stuck with us for the past few years and pledge to take wonderful care of you and your families for decades to come! We would also love to enroll you in our Legacy Lovers program to help you earn perks and rewards for repeat visits, purchases, and referrals!</p>	<p>If you are happy with your experience at Legacy Dermatology, we would love your help in getting the word out about our new venture. As a start-up, we rely heavily on word-of-mouth to generate new business, so your referrals and positive online reviews would be the greatest compliment you could give to us! Thanks in advance—it really means a lot!</p> <p style="text-align: right;"><i>Love, The Legacy Derm Team</i></p>