**OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS**

Thank you for choosing Atlanta West Dermatology & Surgery Center. We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. We strive to exceed expectations in care and service to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. To do so we have implemented an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. Please feel free to contact our office if you have any questions regarding our policies.

**OFFICE HOURS**

Our office staff is available by phone Monday-Thursday 8:00am-6:00pm, Friday 8:00am-12:00pm and may be reached at 770-732-1137. Our providers are available after hours, 24 hours per day 365 days per year by calling our phone number and following the prompts. If you need an appointment, prescription refill or have a nurse question, please call during regular business hours.

**APPOINTMENTS**

Atlanta West Dermatology & Surgery Center is committed to providing quality care to our patients. To ensure timely continued care, we encourage you to please schedule appointments in advance of follow up due dates. When calling for an appointment, please be prepared to provide your name, phone number, date of birth, chief complaint/reason for visit, as well as insurance information.

**CANCELLATION OF AN APPOINTMENT**

In order to be respectful of the medical needs or our patients, please be courteous and call our office promptly if you are unable to attend your scheduled appointment. This allows the time slot to be reallocated to someone who is in need so we can best serve the needs of our patients. If it is necessary to cancel your appointment, we ask for a 24-hour notice to avoid a “no-show” fee. Appointments are in high demand and your early cancelation will allow another person the ability to have access to timely medical care.

**No Show Policy**

A “no show” is someone who misses an appointment without canceling it, without 24-hour advance notice. No-shows inconvenience those individuals who need access to medical care in a timely manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”. An administrative fee of $50.00 will be billed to your account for regular appointments and $100.00 for surgical appointments. You will be sent a notice alerting you to the fact that you failed to show for a scheduled appointment and did not cancel that appointment with 24 hours advance notice, along with the bill for the administrative fee. Three (3) no-shows in one (1) calendar year will result in notice of discharge from the practice. No-show charges are patient responsibility and will not be billed to your insurance company.

**INSURANCE**

Atlanta West Dermatology and Surgery Center accepts most insurance plans. If you have a specific question regarding your insurance, please contact our billing department at 770-732-1137 option 8. It is the patient’s responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause a delay or denial of insurance payment. Patients are responsible for co-pays, deductibles, and co-insurance. If applicable you will be billed for services not covered by your insurance (as stated in your insurance contract) by our billing department. Co-payments and cosmetic services are due at the time of service.

**MEDICAL RECORDS**

Per HIPAA guidelines, copies of medical records and/or billing details must be requested in writing or you can access them on your patient portal *Atlantawest.ema.md* . To ensure your privacy, a form for release of medical information must be completed prior to receipt of the requested items. All patients can request a copy of their medical records. There is a fee to print or fax these items or you may access them at no charge on the patient portal. The fee of $10.00-$25.00 covers the administrative cost associated with printing, copying, and mailing the requested items. We can send your records to a physician of your request, at no charge. We make every effort to respond to these requests withing 48 business hours.

**PRESCRIPTION REFILLS & PHARMACY INFORMATION**

Our office utilizes electronic prescribing. Please inform our office which pharmacy you use and update us if this should change. Please allow 24-48 business hours for refill requests. We will not refill prescriptions after hours.