

ALTA VISTA DERMATOLOGY

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Office Policy

Welcome to your practice. Thank you for selecting Alta Vista Dermatology for your skin care needs

Mission

Alta Vista Dermatology, LLC is committed to providing a first-class patient experience and quality care by a board-certified Dermatologist and well-trained office staff. Our patients are our priority and we strive for developing a personalized treatment in a caring and professional environment. We aim to provide easy access to care and services that focus on the individual needs of each patient to make each visit an enjoyable fulfilling experience

Hours of Operation

Monday through Friday 7:45am – 5:30pm, and Saturday 8:45am – 3:00pm. Our providers are not always available during all of these hours and have schedules that do vary. We are also closed on nationally recognized holidays.

Dermatological care

At Alta Vista dermatology, we strive to provide you the best dermatological care to achieve your skin's overall health. In accordance with the American Academy of Dermatology we develop our guidelines based on evidence and share it with you on your visits. To ensure best care, we strongly encourage patients to have a full body check exam at least annually.

Insurance

1. **Contracted Providers.** We participate in many private and public health insurance plans which are subject to change. At this time we do not accept Medicaid.
2. **Financial Responsibility.** Our office is committed to helping you maximize your insurance benefits. Because insurance policies vary, we can only estimate your coverage in good faith but cannot guarantee coverage due to the complexities and constantly changing nature of insurance contracts. You are ultimately responsible for knowing the specifics of what your policy covers and for notifying us when your insurance changes. Failure to update us with changes in your insurance coverage may result in a denial of coverage from your carrier, and in that case, you would be responsible for payment of the entire amount due.

If we participate (i.e. are contracted) with a commercial insurance plan under which you are covered, we will bill the carrier for the charges that relate to covered services rendered. This means that services for the removal of benign lesions, which are not likely covered by insurances (for example: skin tags, seborrheic keratosis, telangiectasia's, leg veins, and other cosmetic procedures), will be paid at the time of service. We will bill both your primary and secondary insurance plans for covered services under the contracted plans. Complete insurance information, including referrals from other providers, for primary and secondary insurance coverage(s) must be made available to the Practice including all identification, benefits cards/documents, and any other information required by your insurance carrier, for accurate filing of claims. You are responsible at the time of service for payment of: annual deductibles, co-payments, and/or changes for non-covered or cosmetic services.

Your co-pay must be paid before you see a physician as an enrollee of a managed care plan (HMO or PPO) that we are contracted with. If you are not prepared to pay the co-payment, the visit must be rescheduled. If you do not know your co-payment, we will collect \$25.00 for your co-payment at check-in.

You will be responsible for a \$30.00 returned check fee, in addition to the full amount of the original check.

As a service to our patients, we will bill insurance companies that we are in contract with (see above) for services and allow them 45 days to render payment. After 60 days, you are responsible for the entire balance, paid-in-full. If you have any questions, our courteous staff is always available to answer them.

3. **Referrals.** It is the patients' responsibility to have a current referral or precertification in place for the services provided at each visit. If your insurance plan requires a written referral for your visit, you must bring it with you at the time of your appointment. We do not make contact with other physicians to have referrals sent on your behalf. If you do not have a referral at your appointment time, you may reschedule your appointment, or sign a waiver of benefits for that visit and make payment in full that day. We do not encourage patients to give up their insurance benefit. We request that you follow your health plan rules so you can receive the most optimal benefit your plan provides. Waiving benefits may affect consideration of future services. To avoid delays and misunderstandings, we ask that you arrange for a hard copy of the referral to be forwarded to us prior to your visit.

Appointments

1. Your scheduled appointment time has been reserved specifically for you. We kindly request to arrive 10 to 15 minutes prior to your appointment to complete your necessary paperwork. These forms can also be found on our website www.altavistaderm.com. You can download these in advance and bring them to our office which will require less time in our office to register.
2. In preparation to your visit, please bring a photo ID (such as your driver's license), your current insurance card(s), and a form of payment. For your co-pay we accept cash, check and credit cards (Visa, MasterCard, Discover and American Express).
3. Please be aware that in some cases it will be necessary to utilize an "Outside Laboratory" and you may receive a separate bill from them in addition to any bill you may receive from us for services rendered. Should you have questions regarding "Outside Laboratory" bills, you will need to call them directly at the phone number listed on the statement received from the laboratory.
4. **Minors.** All new patients **under 18 years of age** must be accompanied by a parent or legal guardian on their first visit. We do encourage all minors be accompanied by an adult on all visits. However, once a minor has been seen by one of our providers, they can be seen without their parents/guardians as long as they have a written and signed authorization from them. The form can be downloaded from our website (www.altavistaderm.com), completed and brought to the appointment. Proof of legal guardianship is required to be submitted with all other patient documents, if applicable.
5. **Power of Attorney.** A person granted the ability to make medical decisions or to consent for treatment on behalf of the patient will be required to submit a legal Power of Attorney to our office. If these documents cannot be provided before the patient is treated you may be required to reschedule the appointment.
6. **Late Arrival Policy.** The Providers of Alta Vista Dermatology see patients by appointment only. The scheduled appointment is exclusively yours. In respect to other scheduled patients, should you arrive more than 15 minutes late for your appointment time, we reserve the right to ask you to reschedule your appointment.

Prescriptions

Prescriptions will be written with enough refills to last until your next appointment is necessary to monitor your progress. For this reason, we only refill prescriptions if special circumstances arise between appointments. Should special circumstances arise we may renew your prescription during business week hours. Please be aware that prescription refills may take 48 to 72 hours. The on call doctor will not be able to renew medications. 90 day supply medications can be given on your regular visits or mailed to you, but due to time constraints, we will not be able to call those in to the pharmacy. No narcotic prescription refills will be given outside of normal business hours or on any weekends.

Notification of Test Results or other Clinical Information

On occasion it may be necessary to contact you to provide you with biopsy/lab results, or other clinical information regarding your care via telephone voicemail/answering machine message or email. Results in general may take 3 to 14 days and we will make sure you will be notified. If you have not been notified after 14 days, please contact us and do not assume negative results.

Please ask to speak with one of our staff or the Practice Manager, if you have any questions. We will be happy to assist you in any way to make your visit a pleasant experience.

Contacting your Dermatologist

At Alta Vista Dermatology we strive for excellent care and we believe this starts with good communication.

- If you have a non-urgent question(s) for medical staff or medical providers please leave a message as detailed as possible. We will make our best effort to return your call within 24 to 48 hours.
- Urgent question(s) (not life threatening) should be called as soon as possible so we can make sure that we return your call shortly and possibly see you in the office if necessary on the same day.
- Life threatening emergencies: Call 911 or present to an Emergency room immediately
- If you need to speak to a doctor after business hours, you may call our main phone number and you will be directed to the physician on call. Please make sure to temporarily disable the phone number blocking feature on your phone if you have it in place.