

Personal Health Information Disclosure

The Department of Health and Human Services has established a "Privacy Rule" to help insure that personal information is protected for privacy. The Privacy Rule was also created in order to provide a standard for certain health care providers to obtain their patients' consent for uses and disclosures of health information about the patient to carry out treatment, payment, or health care operations.

As a patient of Mid-Atlantic Skin Surgery Institute, Vergheese & Ling, MD, PA, we want you to know that we respect the privacy of your personal medical history and will do all we can to secure and protect that privacy. We strive to always take reasonable precautions to protect your privacy. When it is appropriate and necessary, we provide the minimum necessary information to only those we feel are in need of your health care information and information about treatment, payment or health care operations, in order to provide health care that is in your best interest.

We also want you to know that we support your full access to your personal medical records. We may have indirect treatment relationships with you (such as laboratories that only interact with physicians and not patients), and may have to disclose personal health information for purposes of treatment, payment, or health care operations. These entities are most often not required to obtain patient consent.

You may refuse to consent to the use or disclosure of your personal health information, but this must be in writing. Under this law, we have the right to refuse to treat you should you choose to refuse to disclose your Personal Health Information (PHI). If you choose to give consent in this document, at some future time you may request to refuse all or part of your (PHI). You may not revoke actions that have already been taken which relied on this or a previously signed consent.

You have the right to review our privacy notice, to request restrictions and to revoke consent in writing after you have reviewed our privacy notice.

Compliance Assurance Notification For Our Patients

The misuse of Personal Health Information (PHI) has been identified as a national problem causing patients inconvenience, aggravation, and money. We want you to know that all of our employees, managers, and doctors continually undergo training so that they may understand and comply with government rules and regulations regarding the Health Insurance Portability and Accountability Act (HIPAA) with particular emphasis on "Privacy Rule". We strive to achieve the very highest standards of ethics and integrity in performing services for our patients.

It is our policy to properly determine appropriate uses of PHI in accordance with the government rules, laws, and regulations. We want to ensure that our practice never contributes in any way to the growing problem of improper disclosure of PHI. As part of this plan, we have implemented a Compliance Program that we believe will help us prevent any inappropriate use of PHI.

We also know that we are not perfect! Because of this fact, our policy is to listen to our employees and our patients without any thought of penalization if they feel that an event in any way compromises our policy if integrity. More so, we welcome your input regarding any service problem so that we may remedy the situation promptly.



PRACTICE POLICIES AND PROCEDURES

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Welcome to our Practice!

*Thank you for choosing
Mid-Atlantic Skin Surgery Institute.*

Appointments:

We see patients by appointment only. Our staff will schedule the time needed to fully evaluate and treat your concerns.

To ensure that each patient is given the best care and attention possible, we ask that families schedule no more than two members to be seen together in a single visit.

No Show/ Late Cancellation Policy:

A No Show fee will be charged to your account if:

- You do not show up for your scheduled appointment.
- You do not cancel your appointment at least 48 hours prior to your scheduled office visit or procedure.

The No Show fees are as follows:

Office Visits: \$40 New Patient \$25 Follow-Ups
Procedures: \$45 fee

Cosmetic procedures: Forfeit deposit or forfeit visit from pre-paid packages.

No Show fees are due prior to or at your next appointment. No Exceptions.

Patients with 2 or more no-shows may be asked to find another dermatology provider. Cosmetic dermatology patients with 2 or more no-shows may be asked to pre-pay all cosmetic procedures.

Cosmetic Procedures:

All cosmetic procedures require a non-refundable, non-transferable deposit of \$100 that is applied towards the provided service. All packages require a pre-payment of the entire package price in order to receive the special package pricing.

Cosmetic packages are good for 1 year from date of purchase.

Arrival Time:

New patients, please arrive at least 20 minutes prior to your scheduled appointment time. At your initial visit you will need to allow yourself enough time to check in, complete any necessary paperwork, and have the staff enter all information into our electronic medical system.

In order to keep our commitment to our patients, patients who arrive 15 or more minutes late to their scheduled appointment time will need to reschedule their appointment and will incur the late cancellation fee.

Co-Pays and Payments:

Payment is to be made at time of service and may be paid by cash, check, VISA, MasterCard, and Discover.

Minors:

Because treatment cannot be provided without consent, ALL MINORS must be accompanied by a parent or legal guardian to sign the appropriate consent form. While we sympathize that it is sometimes difficult to make arrangements for parents to attend office visits, we feel it is important to do so both from a medical and legal perspective.

We also ask that patients who come for cosmetic laser treatments not bring any children, as children cannot be in the room while the laser treatment is performed.

Medical Records/ Forms:

Patients requesting medical records to be released to themselves or other providers will be charged \$0.50 per page. No charge applies for records requested by another physician. We can process Disability and Benefit forms that are related to your treatment and care. There is a \$15 processing fee (exceptions: Social Security and Worker's Compensation). Please allow up to 5 business days for records release and/ or forms to be completed.

Cosmetic Products:

Cosmetic products are non-returnable, however, if you experience an adverse reaction to any of the products we carry, you may return it along with the **original packaging** and **receipt** within 2 weeks of purchase for a full refund.

Referrals and Authorizations:

If insurance referrals and/or authorizations are required, it is the patient's responsibility to obtain and provide that referral and authorization. We will be unable to obtain these at the time of visit.

Prescription Refills:

Please allow 3 business days for prescription refills. In the case of certain medications, we require a follow-up visit to ensure the patient is prescribed the appropriate medication, as many dermatology conditions change as do the medications.

Prior Authorizations for Certain Medications:

In some cases, insurance companies require prior authorizations for certain medications. The process to obtain a prior authorization and time consuming and may take up to 5 days to receive an approval. Even in these instances, not all prior authorizations are approved and the patient will be prescribed an alternative medication if available.

Dermatopathology Services:

In order to provide the best quality and consistent results, we use DermPath Diagnostics exclusively for your biopsy specimens. Biopsy processing is done at the Mid-Atlantic Skin Surgery Institute and professional reading is done by DermPath Diagnostics. Please check with your insurance carrier concerning payment for this service.