

Hill Center for Dermatology

Office Policies

Effective 11/21/2025

To better serve our patients at Hill Center for Dermatology, PC we have summarized important information regarding your visit.

ZERO TOLERANCE POLICY: Our practice maintains a zero-tolerance policy for inappropriate language, behavior, harassment, or derogatory comments of any kind, including those related to race, gender, sexual orientation, religion, or identity. Unacceptable behavior includes, but is not limited to:

- Remarks tied to race, gender, sexual orientation, religion, or identity
- Verbal abuse or threats
- Physical aggression or intimidation
- Disruptive or inappropriate behavior
- Refusal to follow office policies

Any patient who exhibits inappropriate, abusive, threatening or disruptive behavior toward our staff members will be asked to cease such actions immediately. Any such behavior may result in termination of the patient-provider relationship. We expect all patients to treat our providers and staff with courtesy and respect at all times.

REFERRALS: Some insurance companies require a referral from your primary care physician. Although it is never a guarantee of payment, this authorization indicates that the medical necessity of your visit has been verified. These must originate from your primary care physician and be approved prior to your appointment. Please do not schedule an appointment before receiving your authorization. Doing so could result in a denial from your insurance company and/or primary care physician and your visit may become your financial responsibility.

If you are unsure if a referral is required, please call the member services phone number on your insurance card or contact your primary care physician.

APPOINTMENTS: We strive to provide timely care and stay on schedule for the benefit of all our patients. To help us achieve this, we have implemented the following appointment policies:

- **Late Arrivals:** Patients arriving late for their scheduled appointments may need to be rescheduled to ensure we can provide adequate time for your care without disrupting other patients' schedules.
- **No-Shows and Short Notice Cancellations:** Patients who fail to attend a scheduled appointment without notice or give short notice (less than 24 hours) will be charged a \$75 no-show fee. This policy applies to all general dermatology and surgical visits. This fee is not billable to insurance and must be paid prior to scheduling additional appointments.
- For patients who consistently miss appointments or cancel with short notice, we reserve the right to require a credit card on file for future appointments. Failure to adhere to these guidelines may result in dismissal from the practice.
- **Cosmetic Appointment Policy:** Cosmetic appointments, such as microneedling, facials and chemical peels, require a credit card on file. If you no show or cancel your cosmetic appointment without providing at least 48 hours' notice, a \$100 non-refundable charge will result.

INSURANCE: Please promptly notify us of any changes to your insurance. Given correct information, we will submit the charges to your primary insurance company. We do not bill preventative visit codes for our services, because these are reserved for use by primary care physicians during your annual wellness exam. Please be aware that some diagnosis and procedures are considered cosmetic, a non-covered benefit or surgical. Cryotherapy (liquid nitrogen), biopsies and excisions are considered "surgery" by most insurance companies and deductibles frequently apply. We recommend that you review your plan benefits prior to any procedure.

In the event of no insurance coverage, full payment is required at the time of service. We accept cash, Visa, MasterCard, Discover and Care Credit.

FINANCIAL POLICY: Co-payments are due at the time of service. You will receive a statement for any remaining balance once insurance has paid their portion. Balances without payment after 60 days will result in the account being turned over to a collection agency and discharge from the practice. **Returned checks are subject to a \$25 fee.**

Credit cards placed on file will remain on file until you request it to be removed. Updating the credit card on file is your responsibility. A credit card on file is required for some MOHS procedures and all minors where consent has been given for them to come in without their parent or guardian. We will not make phone calls for approval prior to cards being charged, but receipts can be emailed or mailed when requested.

LAB FEES: When a biopsy is performed or blood is drawn, the specimen is sent to an outside laboratory. Biopsies are sent to Sagis to be interpreted by a pathologist specializing in dermatology. Depending on your insurance coverage, you may receive a separate bill for the pathology from Sagis or laboratory services from Labcorp and/or Quest.

EMAIL: Hill Center for Dermatology values your privacy and security when it comes to communication. While we still provide the option to email information, we highly recommend using our secure online patient portal for direct communication with your provider and their team. The portal is HIPAA-compliant and ensures the confidentiality of your medical information.

To gain access to the portal, please provide your email address to our front desk staff. They will assist in activating your portal account and provide instructions for logging in. Through the portal, you can securely send messages, request prescription refills, and access important health information.

Please note that standard email transmissions cannot guarantee security or confidentiality. Employers and online service providers may have the right to access and archive email transmitted through their systems, and family members may see messages sent to shared addresses. For these reasons, we encourage using the portal whenever possible. If you choose to use email, please be aware of the potential risks, including misaddressed or misdelivered messages, and proceed at your own discretion. Your healthcare provider is not liable for breaches of confidentiality caused by third parties or improper use of email.

PRIOR AUTHORIZATIONS: Some medications and procedures may require prior authorization from your insurance company before they can be approved. This process is necessary to ensure that your insurance plan will cover the requested service/medication and is determined solely by your insurance provider. The prior authorization process is out of our control and typically takes 72 hours or longer for approval depending on your insurance company's policies and procedures. While we strive to expedite these requests, delays can occur. We perform prior authorizations as a courtesy to our patients and we appreciate your patience and understanding during this time.

CONSENT FOR TREATMENT: I hereby give consent to the providers and staff of Hill Center for Dermatology to render such care and treatment as might be required by my condition. Such care can include, but is not limited to diagnostic procedures such as laboratory testing, examinations, medical and/or surgical treatment, and injections. This consent also includes routine skin biopsies, which may be performed as part of your evaluation and treatment. I understand that biopsies involve certain risks, including but not limited to scarring, bleeding, and infection. I also authorize Hill Center for Dermatology to obtain my Medication History from community pharmacies and/or pharmacy benefit managers for the purpose of continued treatment.

Please let us know if you have any questions or if we may be of further assistance. Our goal is to provide professional, courteous care and we look forward to serving your dermatology needs.

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