



OFFICE POLICIES

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SouthShoreSkinCenter.com

South Shore Skin Center is committed to seeing patients in a timely manner, providing the highest quality of service and care to our patients, and operating as efficiently as possible to better serve our patients. To assist us in this endeavor, we have established the following office policies.

MEDICAL APPOINTMENTS:

We request that you arrive on time for your scheduled appointment. If you are more than 15 minutes late, your appointment may need to be rescheduled to another day.

At the time of your visit, please present your health insurance and prescription plan cards, as well as a picture ID to our receptionist. If your insurance requires a referral authorization from your primary care physician, be sure it is obtained prior to the visit; otherwise you will be asked to sign a Referral Waiver prior to being seen by one of our providers. We also ask that you pay your insurance co-payment when you check in. We accept cash, personal checks accompanied by an appropriate ID, credit cards, and debit cards.

SURGICAL APPOINTMENTS:

Your provider will determine the length of time needed for your surgical procedure. When the appointment is scheduled, the provider's time and a surgical room will be reserved for you. If a scheduling conflict arises and you are unable to keep an appointment, please be thoughtful and call our office promptly so that the time can be reallocated to another patient who is in need of treatment.

MEDICAL AND SURGICAL APPOINTMENT CANCELLATION POLICY:

Cancellations of scheduled appointments must be communicated to our office at least **24 hours prior** to the scheduled appointment time. For your convenience you may leave a message of cancellation on our voice mail system. Monday appointments must be cancelled by noon of the preceding Friday. "No Shows" or appointments not cancelled with 24 hours' notice will be charged a **\$50 fee for a Medical Appointment** and a **\$75 fee for a Surgical Appointment**. Appointments are in high demand, and your early cancellation will allow another person to have access to timely medical care.

PATIENT WAIT TIMES

While we strive to avoid lengthy patient wait times, the amount of time needed to provide excellent care to each patient can sometimes be unpredictable. Also, due to the fact that we have multiple clinicians working in our office, patients are not always seen in the order they arrive. We would greatly appreciate your understanding and patience if we are not able to see you exactly at the time of your appointment. Our staff will do their best to keep you informed about any delays.

BILLING AND PAYMENT POLICIES:

Co-payments and payment for any outstanding balance are due at the time services are rendered.

Patients with no insurance (self-pay) will be required to pay a deposit at the time of appointment check in. New patient deposit is \$75. Established patient deposit is \$50. Any balance for services rendered will be collected at check out.

For cosmetic or aesthetic services not covered by health insurance, we request payment in full at the time of service.

PAYMENT METHODS AND FINANCING:

For your convenience we accept cash, personal checks, as well as the following debit and credit cards: Visa, MasterCard, American Express and the Discover Card.

We also offer financing for medical or cosmetic services through the Care Credit Plan. Several options are offered at 0% financing. Please call our billing department at 508.503.8518 to inquire about all financing options.

Thank you for reviewing our Office Policies. If you have questions, please call us at 508.747.0711.