

Office Policies

To help ensure the highest quality of service and care to our patients we have several office policies that we would like you to review prior to making your appointment. If you have any questions or concerns please feel free to address them with our staff either prior to your office visit or while you are in the office for your appointment.

New Patients

It is the patient's responsibility to obtain a referral if required by their insurance from the referring doctor. Prior to scheduling an appointment we require that our new patient paperwork be completed and submitted with a copy of the patient's insurance card. Once received we will review and reachout to schedule an appointment.

Any patient that has not been seen in the office in over three (3) years is considered to be new per insurance guidelines and must follow the above guidelines before scheduling an appointment.

Arrival Times

Whether you are a new or established patient, we ask that you arrive shortly before your scheduled appointment time unaccompanied. The office has implemented an online check in process to limit the number of patients in our waiting room as well as to help our team in providing you with the best care possible. From your mobile device please visit our website at: www.gatewaydermatology.com and select the correct location for your visit. You will receive a text message when we are ready for you to come in. Should you not have access to a mobile device we ask that you come in at your scheduled appointment time.

No Show & Late Arrival Policy

Please provide us with a 24-hour advance notice for any cancellation. If you miss your appointment without providing notice, a \$40 "no show" fee may be charged. We understand that sometimes you may be delayed, however, please note that late arrivals may require rescheduling. **No show cosmetic appointments will be charged \$100.** If you are signed up on our patient portal, you may cancel appointments through the portal.

Confirmation Calls

We do provide confirmation calls as a courtesy to our patients, it is your responsibility to document any visits that you have scheduled.

What you should Bring To Your Appointment

Please bring a photo ID and current insurance card(s) **including Medicare** to your appointment. You will also need the social security number and birth date of the insured guarantor so that we may file the insurance claim in a timely manner. Failure to provide insurance verification will require payment for the full cost of the appointment and any procedures performed at the time of service.

Minors

Any patient under the age of 18 is required to be accompanied by a parent (guardian with the appropriate legal documentation) at the time of their first appointment. If the minor is to be accompanied by someone other than that person “moving forward” written and verbal documentation will be required at each subsequent visit before being seen..

Insurance & Payment

We accept most major insurance carriers; however, please contact your insurance company prior to scheduling your appointment to verify the specifics of your coverage. Also, it is important to ask your insurance carrier if any referral, pre-authorization, or pre-certification is necessary before you schedule your appointment with us.