

DERMATOLOGY ASSOCIATES OF NORTHERN MICHIGAN, P.C.

PAYMENT POLICY

We are happy to bill your insurance company for you as long as we have current and accurate information. Co-pays, however, are due at the time of service and patients are responsible for knowing what that amount is. Non-Insured patients must pay in full at the time of service unless they previously arranged a written payment plan agreement with our billing department. *Like other medical care providers, all bills are the responsibility of the patient; we bill insurance companies as a patient courtesy and convenience to you.*

All cosmetic procedures and products are payable by cash, credit card, or money order only. No checks please.

NO-SHOW POLICY

It is the policy and practice of Dermatology Associates of Northern Michigan, P.C. to monitor and manage appointment “no-shows.” Any patient who fails to arrive for a scheduled appointment will be considered a “no-show” and will be charged a \$25 fee for each missed appointment. A patient who consistently fails to appear for scheduled appointments is considered a “chronic no-show.” *A patient who is a no-show more than three times will not be allowed to reschedule appointments.*

LATE ARRIVALS

It is the policy and practice of Dermatology Associates of Northern Michigan, P.C. with respect to patients who arrive more than 10 minutes after their scheduled appointment time, to characterize the patient as a late arrival. If the delay is the responsibility of the practice, the patient is received and registered as usual. If the patient is late for reasons not considered to be the responsibility of the practice the patient will be registered and “worked in” as soon as possible. If the patient is 20 or more minutes late, they may need to be rescheduled.

AFTER HOURS SERVICE

A Dermatology Associates of Northern Michigan, P.C. is on-call 24/7/365 to respond to urgent or emergent issues with our patients. Please be respectful and exercise good judgment in using this service. Questions or concerns not of an emergent nature should be directed during regular office hours.