

## Board Certified Dermatologists

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## OFFICE POLICY

### PRIMARY PROBLEMS

Although we wish we could address all skin problems and questions in one visit, this is not possible. We must focus on your primary problem. If you have multiple problems or requests, it will be necessary to schedule you for an additional appointment/s to fully address all your concerns. Most procedures require a consultation visit, prior to scheduling the procedure.

### INSURANCE CONTRACTS

If we are a participating provider with your insurance plan, we will file a claim as a courtesy to you. We are not responsible for how your insurance company handles your claim and the final outcome. You are responsible for all charges. You are also responsible for getting and tracking any authorizations from your health plan that are necessary. Realize that any services provided without these authorizations will not be reimbursed by insurance and the charge is your responsibility. Please review your insurance booklet for information on your plan. We do not know the details of each plan.

### PRESCRIPTION REFILL POLICY

We can only authorize refills on prescriptions written from this office. Please do not request refills on prescriptions not related to your skin care.

We regret that we cannot refill any prescriptions when appointments are missed. Please reschedule the appointment and ask for refills then. No prescription will be renewed if more than 1 year has passed since your last visit. Oral medications and some topical creams require more frequent visits. Please check with your pharmacy if you are unsure if you have any refills left. You may call our office at 704-341-0090 and leave a message on the nurses' line with your name, birth date, name and dosage of medication, preferred pharmacy name and number and instructions. We can mail, fax or have the prescriptions at the front desk for you to pick up. Please allow 24 business hours for any refill. The on call physician after office hours will not refill medications.

### COSMETIC REMOVALS AND TREATMENTS

Insurance companies only pay for what they consider medically necessary services and this typically excludes removal of benign skin lesions. Any procedures considered to be cosmetic are not covered by insurance and therefore, payment is expected at the time of service. We cannot file any service to insurance that is cosmetic. We will notify you if we believe a planned procedure is cosmetic and discuss costs prior to performing the procedure. However, insurance companies change their policies and we are not responsible for knowing each insurance plans' policies. Please call them if you are unsure of coverage.

### COSMETIC CONSULTATIONS

All consultations with the physicians require a \$75 fee. If you chose to proceed with the procedure, this fee will be credited toward your procedure's charges. Any missed appointments for the procedure will result in loss of the above fee. Please give at least 24 hours notice if you cannot make your appointment.

Thank you for choosing Dermatology Specialists of Charlotte to take care of your dermatology needs. We strive to provide high quality, innovative skin care in a caring and professional environment. We respect the unique needs of each patient and would be privileged to be your health care provider.