

Introductory Information and Financial Policy

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Dear Patient:

Welcome to Dr. Jeff Alexander's office. We look forward to seeing you and working with you to evaluate and treat your dermatologic needs. Your health and well-being are our primary concern. A complete history of your concerns is essential in evaluating your future treatment. We hope the information provided answers your questions about our services, policies, and procedures.

For your convenience, you can access all of the forms that are needed for registration on our website. If you cannot mail or fax this information to our office before your appointment, please bring these forms with you. We ask that you arrive at least 15 minutes before your scheduled appointment so that we have sufficient time to process your paperwork and prepare your chart. Early arrival ensures that time during your appointment is spent with the doctor, not filling out paperwork. In order to allow appropriate time and avoid inconveniencing you or our other patients, we have the following standard policies:

Registration: On your first visit to our office you will be asked for basic information to establish your medical record and business account. Please bring your current insurance information at that time and notify our office of any changes in name, address, phone number, employment, marital status, or insurance as soon as any change occurs. You will be asked to present your driver's license or other valid form of identification as well as your insurance card(s) at each visit.

Fees and Financial Obligations: Office charges are due and payable at the time treatment is given. Regardless of your medical insurance coverage, our office relies on you to settle your account. We are happy to file your insurance for you providing that you give us current insurance information prior to the service being rendered. Policy coverage varies from one insurance plan to another, as do the fees that your insurance plan has established under your plan. The final responsibility for the services provided lies with you. It is your responsibility to pay any deductible amount, co-insurance, or any other balance left unpaid by your insurance company. For your convenience, we offer the following payment options:

1. Payment in full, or payment of the portion your insurance will not cover, on the day service is provided.
2. Payment of balance in full upon receipt of your statement.
3. Visa, MasterCard, Discover and American Express including auto debit
4. Cash or check

If other arrangements are needed, please talk to our business office staff prior to receiving services.

Appointments: We will do our best to keep our appointment schedule. However, please understand that not all patients require the same amount of time with the doctor and that emergencies do occur, so some delays are unavoidable. We will do our best to keep you informed of delays. Your patience in these situations will be greatly appreciated. If you are more than 15 minutes late for your appointment, you may need to be rescheduled for another day so that the schedule can continue uninterrupted.

Most of the patients in our waiting room are here to see the doctor. However, we do also have Physician Assistants and nurses who work with our patients. Their patients may be called in before you, even though you may have been waiting longer. Please be assured that these services do not interfere in any way with the doctor's schedule or your appointment time.

You will receive an automated, interactive reminder call three business days before your appointment to confirm. You will have the opportunity to cancel or indicate that you would like to confirm or reschedule your appointment during this call. If you fail to show for your scheduled time without calling or cancelling at least 48 hours prior to your appointment, you may be charged a \$50 fee to reschedule another appointment. Cancelling an appointment with advanced notice allows us the opportunity to use that time that was reserved for you in a way that could be very helpful to another patient. If you fail to show for an appointment on two or more occasions without having called us to cancel at least 48 hours in advance, it may be necessary to dismiss you from our practice.

Physician Assistants: The clinic's staff includes Dermatology Physician Assistants. The assistants have had specialized instructions and training which enables them to assist our physician in many facets of care of patients. Physician Assistants and other members of our staff are qualified to provide a variety of services to patients including answering many of your questions, arranging to refill your prescriptions, and patient evaluations.

Prescriptions and Refills: Prescriptions and refills are issued only during office hours. After hours, your records are not available and we must have your records to prescribe a medication. We ask that you call your pharmacy directly for prescription refills and they will contact our office if necessary for authorization.

General Information: The clinic is open to serve you, answer your questions, or schedule an appointment during the following hours:

8:30 – 5:00 Monday through Friday

The office is closed on weekends and major holidays and at times when the doctors and staff are attending continuing education programs to keep abreast of the latest health care developments. Our on-call staff is always available should you need care when the clinic is closed. For emergencies that cannot wait until the office reopens, please call our main number for further directions on how to reach the doctor on call.

Thank you for choosing us for your dermatology care. We look forward to caring for you and your family!