

# WELCOME TO OUR OFFICE

**M.D. Saunders, M.D., P.C.**

3950 Shore Road

Williamsburg, MI 49690

Phone (231) 938-7004

We are honored that you have chosen us for your dermatology needs.

This letter is designed to be a source of information and answer questions you may have regarding your care here. Our medical staff operates as a team. We take great pride in our training, certification, knowledge and capabilities, and we want you to know that we are dedicated to giving you high quality health care.

## **SCOPE OF SERVICE**

Our office provides comprehensive treatment of disorders of the skin, hair, and nails. Some of the many ailments we manage are acne, warts, allergic skin conditions, psoriasis, moles, rashes, spider veins and skin cancers. In addition, we offer some of the newest products and treatments to help you look younger and improve your image.

## **APPOINTMENTS**

Appointments are made with our receptionist. Please arrive 15 minutes early for your first appointment to fill out necessary paper work. We will also make copies of your insurance card(s) and photo identification. We recommend that you check with your insurance company regarding coverage, co-pays and referrals, prior to your initial appointment. With many different insurance policies available, this will alleviate any confusion later regarding reimbursement.

We try to see our patients in a timely fashion and hope that you will be on time for your appointment. This allows us to be efficient, and to spend the maximum amount of time with you. We believe strongly in the value of your time and will do our best to keep you from having to wait. Please try to understand, however, that in our specialty, surgical delays, emergency patients, etc. may occasionally cause unforeseen delays and we request your patience in those situations.

During your visit, to provide you with the best medical care possible, a Nurse or Medical Assistant will ask you about your medical history. You can help by having a list of your current medications and explaining any previous treatment attempts for your skin condition. A parent or guardian should accompany children under the age of 18. If this is not possible, we will need a written authorization, from a parent or guardian to be able to evaluate and treat a minor.

## **TELEPHONE CALLS**

Our employees have been instructed to handle all incoming calls. This allows us to attend to our scheduled patients without interruption. It is generally not possible for the Doctor or Physician Assistants to talk to you on the telephone. Detailed messages will be taken and a Nurse or Medical Assistant will return your call as soon as possible.

## **CANCELLATIONS**

If you must cancel a scheduled appointment, please notify our office as soon as possible and no later than two business days prior to the scheduled appointment. This courtesy on your part allows us to schedule another patient into the time slot. Patients who do not show, or do not cancel at least two business days in advance, will be billed for the time that was reserved for them.

## **FEES AND PAYMENT**

We make every effort to keep the cost of your medical care to a minimum. Due to the work and high cost of monthly billing, we request payment at the time of your visit. For any returned check, a \$25.00 fee will be charged.

## **PRESCRIPTIONS AND REFILLS**

It is not possible to practice the best medicine over the telephone. Just as we cannot diagnose illness over the telephone, we cannot prescribe medication over the telephone. Therefore, medications will only be handled during regular office hours and only if you are currently receiving our care. If your condition warrants long-term therapy, periodic office visits for re-evaluation will be necessary. We try to provide enough medication to last until your next appointment. However, if you should run out of medication prior to that and need a prescription refill, please call with the name of the medication and the telephone number of the pharmacy you would like the prescription called in to.

## **RECORDS**

Should you desire copies of your records, we require a signed release along with a processing fee. The fee is determined by the number of pages that are copied. Once payment is received, we will try to have your records ready for you within 5 business days.

## **INSURANCE**

If you have insurance coverage, please understand that this is an agreement between you and your insurance company. You alone are ultimately responsible for the payment of your bill regardless of your pending insurance claim. One insurance form per patient will be filled out by our office at no cost. There will be a charge for each additional form.

Our office participates with Medicare for office visits and surgical procedures.

Our office does not actively participate with commercial insurance plans, Medicaid or Workman's Comp. You are responsible for paying the charges for your visit at the time you leave the office. At your request, a paid receipt will be provided for you to submit to your insurance company for reimbursement. For some insurance plans, you will need to obtain an "out-of-plan" referral form from your primary care physician in order to seek reimbursement from your insurance company.

If you have questions or problems regarding insurance or billing, please ask for our billing/insurance specialist.

The best health care is based on a friendly mutual understanding among staff, provider and patient. If any problems or questions arise, do not hesitate to bring them to our attention immediately.

Again, our thanks to you for trusting us with your care.