

# General Patient Information

## Aloha Dermatology LLC

### ***Dear Valued Patients,***

My staff and I would like to welcome you to our office. We work as a team with the goal of providing thorough, quality dermatologic care.

### **Appointments:**

I try my best to thoroughly evaluate and treat your immediate skin concerns within your scheduled visit. If you have multiple problems it may be necessary to schedule a return visit to ensure adequate time for evaluation and treatment. If canceling an appointment, please try and give us 24 hours notice.

My office values and respects our patients' time. Therefore, it is our priority to see patients at their scheduled times. For this reason, if you have not checked in within 15 minutes of your scheduled appointment you will be asked to reschedule. Your cooperation and consideration in these matters is appreciated.

### **Patient Photographs:**

We take an initial facial photograph of all of our patients as an identifier for their medical records and is a requirement to be seen in my office. This is the only usage of this photograph. This procedure is becoming common for physicians and hospitals as a means to ensure patient security and quality of care.

### **Telephone Calls:**

Our office telephones can be very busy and you will occasionally be asked to hold for a brief period. Please be patient. If you call with a question for me the receptionist will usually take a message and your call will be returned by the end of the day. Please tell the receptionist if your problem is urgent.

### **Medications: Prescriptions and Refills**

In accordance with new federal government guidelines and recommendations, we use an electronic prescription service for prescriptions. Most pharmacies use this service at no added cost to patients. We can still provide written prescriptions, but not both written and electronic.

**We do not call in prescriptions.** I usually prescribe enough medication to last until your next appointment. If you run out and have failed to follow up as directed, or have not been seen in over **1 year**, you will be asked to make a follow up appointment for re-evaluation.

### **Financial Policy:**

If your primary health insurance is with **HMSA (PPO coverage), BlueCross/BlueShield, HMSA Akamai, or Medicare part B**, they will be billed directly for your medical care and services. Since almost all health insurance plans have some form of patient copayment, we require patients to leave credit card information and authorization of use to charge the *"Patient Responsibility"* portion of the bill (i.e., co-payments, Hawaii state GET or deductibles).

**All other patients will be required to pay for their care at the time of service.** If you have health insurance that allows you to see any doctor, we can submit a claim to that company for you to be reimbursed for a portion of the bill (less any deductible or co-pay the policy may have).

Sincerely,

Dr. Winona Y Wong