

Office Policies

To our valued patients, thank you for choosing WNY Dermatology. To make your visit most productive please read the following office policies.

- Copay/deductible payments are due at the time of service. There will be a \$10 fee if not paid day of service.
- Anyone under 18 years old must be accompanied by a parent/guardian for the first visit. If another adult will be bringing the minor patient to follow-up visits you must list them on the HIPAA form. If a minor comes to an appointment without parent or guardian or person listed on the HIPAA form, we will have to reschedule the appointment.
- To be fair to all patients, if you are later than 15 minutes you will need to reschedule your appointment.
- Please allow 72 hours for all medical records to be processed. There will be a \$0.75 per page fee.
- It is Western New York Dermatology's policy to have you follow up with a nurse practitioner or a physician's assistant.
- Sometimes, due to providers calling in sick or with an emergency, we will need to move your appointments to a different provider without notice.
- There will be a \$50 fee for no-show appointments or same-day reschedule or cancellations.
- There will be a \$100 fee for no-show surgical appointments or same day reschedule or cancellations.
- It is the patient's responsibility to keep your demographic insurance information updated with our office.
- We have five providers seeing patients. You will be called back in order of provider and the time of your appointment. If you are not called back within 15 minutes of your appointment time, please see a patient care coordinator.