

Practice Policy Statement – 7/20/2023

Thank you for choosing our office for your dermatologic care. We are dedicated to provide you and your family with the highest quality of care, in a comfortable and professional environment. Please familiarize yourself with the policies of this office. This form must be read and signed before treatment is rendered. Please ask questions if you do not understand any of these policies.

**APPOINTMENTS**

In order to provide quality, effective care, we utilize an appointment schedule. Our office hours are Monday through Friday 8 am to 5 pm. Our phones are answered from 9 -12 and 1:30 - 4. If you reach our voice mail always leave us a message as we check these frequently. We aim to give you all the time and attention you require while you are in our office. However, if you are more than 5 minutes late for your appointment, we may need to reschedule you to allow enough time for your treatment. All children under the age of 18 must be accompanied by a responsible adult.

**INDEPENDENT CONTRACTORS**

Dr. Elizabeth Tocci is directly employed by Cape Cod Healthcare and practices on Cape Cod Dermatology LLC's premise solely as independent contractor.

**CANCELLATION POLICY**

Kindly give 24 hours for cancelled appointments. Cape Cod Dermatology, LLC charges a \$75 fee for missed appointments. Each patient is allowed to miss one appointment after which the fee will be charged for all subsequent missed appointment. Repeated missed appointments may result in dismissal from the practice.

**FINANCIAL AGREEMENT**

- Insurance cards must be presented at every visit.
- Insurance co-payments are expected at the time of service.
- If REFERRALS are required by your insurance company: Obtaining an insurance referral is the responsibility of the patient. Failure to get an insurance referral will result in the patient being billed for the services rendered by Cape Cod Dermatology, LLC.
- All self-pay patients will be given a Good Faith Estimate in advance of their appointment. Charges are expected to be paid at the time of service, unless prior arrangements have been made with the billing office.
- We will take reasonable efforts to get your insurance claim processed. However, if the insurance company rejects the claim the financial responsibility becomes that of the patient.



PATIENT PORTAL ACCESS AGREEMENT

Cape Cod Dermatology, LLC provides access to a patient portal as a courtesy in partnership with Modernizing Medicine for the exclusive use of its patients. URL [CCD.EMA.MD](https://ccd.ema.md)

The Patient Portal provides access to the following services:

- Fill out paperwork for faster check-in
- Send messages to staff
- Request prescription refills
- View your medical records and results
- Pay bills online

While we believe that the IT infrastructure and data are safe and secure, it does not guarantee unforeseen adverse events cannot occur. Secure messaging can be a valuable communications tool, but has certain risks as does all evolving technology.

The portal user also agrees to the following:

- Do not use portal communication if there is an emergency. Dial 911 or go to the Emergency Room.
- You should never use a public computer to access your patient portal. Protect your password. If you think someone has acquired your password, you should change it immediately.
- The user agrees to provide factual and correct information.
- We will usually respond to non-urgent emails within 48 hours. Do NOT use the patient portal for urgent problems – please call the office.
- Cape Cod Dermatology, LLC is not responsible for a breach of private medical information should the breach occur beyond Cape Cod Dermatology, LLC's reasonable control. (For ex: using an insecure network, compromised device, patient discloses his/her portal password).
- I understand the risks associated with online communications. I acknowledge that using the patient portal is entirely voluntary and will not impact the quality of care I receive from Cape Cod Dermatology, LLC.