

*Thank you for choosing
Mystic Valley Dermatology.
We are dedicated to providing
you with quality and affordable
healthcare.*

**Mystic Valley Dermatology
Associates, P.C.**

Office Location and Contact Information:

92 Montvale Avenue, Suite 3000
Stoneham, MA 02180

92 High Street, Suite T21
Medford, MA 02155

11 Shore Road, Suite 203
Winchester, MA 01890

500 Salem Street
Wilmington, MA 01857

29 Stiles Road Suite, 303
Salem, NH 03079

Phone: (781) 438-6350

Fax: (781) 279-0430

Website: www.mvderm.com



MYSTIC VALLEY
dermatology
ASSOCIATES, P.C.

Practice Policies



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Appointments

Thank you for choosing Mystic Valley Dermatology. In order for us to provide our patients with the best care, we ask that you follow our guidelines regarding cancelled/rescheduled appointments. Please keep in mind that we have reserved an appointment time especially for you. Missed appointments, or appointments not cancelled in a required amount of time, are a lost opportunity for us to help another patient. We ask that you make every effort to keep your scheduled appointment and to arrive on time.

We understand there may be circumstances when you may be unable to keep your appointment. We ask that you give us at least **two business days (Monday through Friday)** notice regarding cancelling/rescheduling. This will enable us to offer your cancelled/rescheduled time to other patients.

A fee of \$50 will be charged for patients who do not show for their appointment or do not call at least **two business days (Monday through Friday)** prior to their appointment to cancel and/or reschedule. This charge will be billed to the patient and payment is required prior to scheduling your next appointment. Continuation (two or more) of missed/rescheduled appointments without the required notice may lead to discharge from our practice.

If you arrive more than 20 minutes late to your appointment, you may be asked to reschedule to another time when your provider is available and will be considered a missed appointment.

Insurance

We accept most insurance plans. It is the patient's responsibility to make sure we are in their network and to obtain an insurance referral prior to their appointment should their insurance carrier require one. Failure to obtain a valid referral will result in the patient being responsible for all charges. Patients are responsible for co-payments, deductibles, co-insurance, and any non-covered service at the time of service.

Cosmetic Appointments

Consults

The fee for a cosmetic consultation is payable at the time that your cosmetic appointment is scheduled. If, after your consultation, you have a cosmetic procedure performed within one year, the fee for the consultation will be deducted from the total procedure fee.

Procedures/Treatments

Due to the high cost of cosmetic treatments, a deposit is required at the time that your appointment is scheduled. Full payment is due at the time of procedure. Cosmetic services will not be billed to your insurance company.

Cancellation/reschedule notice of any cosmetic appointment (consult or procedure/treatment) is required at least **two business days in advance or the fee is non-refundable.*

Payment Methods

We accept cash, Visa, MasterCard, American Express, Discover, most debit cards, and personal checks.

Non-payment

Payment of all outstanding balances is due at the time of your visit. If your account is over 90 days past due, your account may be turned over to a collection agency and you will be responsible for all collection costs and attorney fees.

Returned Checks

A \$50 fee will be charged for any checks returned by the bank for insufficient funds.

Medical Records

If you need a copy of your medical records, we require a signed release form or written request. Please allow at least two weeks to process your request. A processing fee of 10 cents per page may be applied.

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We appreciate you taking the time to review our practice policies.

Revised 8/8/2017