

Cancellation/Missed Appointment/Refill Policy

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement an appointment/cancellation policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

Cancellation of an Appointment:

In order to be respectful of the medical needs of other patients, please be courteous and call San Luis Dermatology & Laser Clinic, Inc. promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance, and calling early in the day is appreciated. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. Please keep in mind if you wish to cancel an appointment you will be given the next available appointment which could be 6 months out.

How to Cancel Your Appointment:

To cancel appointments, please call (805) 541-2650. If you do not reach the receptionist you may leave a detailed message on the voice mail. If you would like to reschedule your appointment, please call back during phone hours: **9:00 am to 12:00 and 1:30 pm to 4:30 Monday through Thursday**
9:00 am to 12:00 noon on Friday

If you are unable to call during phone hours, please be sure to leave us your NAME & TELEPHONE number and let us know the best time to return your call.

Late Cancellations:

Late cancellations will be considered as a "no-show".

No-Show Policy:

- A "no-show" is someone who misses an appointment without cancelling it in an adequate manner. "No-shows" inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show".
- First "no-show" the patient/guardian will be notified by telephone that they "no showed" or "failed to keep their appointment".

There is no charge to the patient for a "no show".

The patient will be rescheduled to our "first available appointment" for non urgent appointments first available appointment are routinely **6 months out.**

If the "no show" was a post-operative appointment or an appointment for a problem currently in treatment and is the

- **First time** you have no showed, then we will make every effort to reschedule timely per the providers approval and/or schedule.
- **Second** "no show" the patient/guardian will receive a letter informing them that they have now missed two appointments and they will need to reschedule for the first available appointment.
- **Third** "no show" **this may result in a discharge from the practice and a termination letter will be sent to the patient and/or guardian.**

Medication Refills Policy

Plan Ahead:

Please contact your Pharmacy for ALL medication REFILLS or RENEWALS regardless if no refills remain or have expired. The pharmacy will forward the necessary information to our office to begin the research process.

1. Request for refills of medications may take 1-3 business days for a response to the request. You should contact your pharmacy three (3) business days before your medication is due to run out. We must review your medical records, check for expiration dates, verify the number of refills and ensure refill eligibility. Once the necessary information has been researched, it is presented to the doctor for final authorization. Certain medications require laboratory testing before they can be refilled.
2. If you use mail order company, please contact us fourteen (14) days before your medication is due to run out.
3. Refills on medication can only be authorized on medications prescribed by physicians in our office. We will not refill medications prescribed by other physicians.
4. If a patient has not been evaluated in 1 year, a follow up visit will be needed to verify medication needs.