

# Messenger Dermatology – Compass

**Office of:**

Gregory G. Messenger, M.D., Yuelin Xu, M.D., George Poletes, M.D., Katherine English, D.O., Rebecca Broschart, D.O., Michelle Randall, D.O., Jan Wu, M.D., Saif Fatteh, M.D., Ahmed Sufyan, M.D., Gary Cesar, DPM and Leah Dreja, PA-C.

Welcome to our office. **Please take the time to read our office policies.**

When requesting a medication refill, please leave a message on our refill line and allow us 24 hours to call the pharmacy or call you for an appointment.

Some insurance companies require a prior authorization for medications. **If you need a prior authorization please allow 48 hours for us to fill out the necessary paperwork.** Note: it may take your insurance 30 days to approve.

We are a specialist office that performs in office procedures. Some procedures take longer than anticipated, which causes delay. We apologize in advance if you are not able to see the physician at your scheduled time. Some delays may be as long as one hour. If you are unable to wait, please let us know and we will reschedule.

Please allow 24 hours for cancelled appointments.

**Keep us informed of any and all insurance changes as it is your responsibility to give us that information. If we are not given correct or sufficient information, we will bill the patient for the services.**

We participate with many insurance companies. Please check with your insurance company to see if we are participating providers. Reminder: The contract is between you and your insurance company, so we do not know all deductibles, co-pays and coverage.

**Payment is due at the time services are rendered.** We will bill office visits to insurances that we participate with. We will bill surgical procedures to all insurance companies. The patient is responsible for office visit co-pays on the date of service.

If an insurance company requires a prior authorization for a specialist, the patient is responsible for requesting the authorization. A prior authorization does not guarantee payment in full from the insurance company.

All children under the age of 18 must be accompanied by a parent or legal guardian. A note may be sent authorizing us to see the patient without the parent or guardian being present. If it is the first visit or surgical visit, we require the child to be accompanied by a parent or guardian.

**I have read and understand the above information**

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Signature

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Date