

## **APPOINTMENT AND CANCELLATION POLICY**

At the Cheyenne Skin Clinic, our goal is to provide quality dermatological care in a timely manner. We have implemented an appointment/cancellation policy which enables us to better utilize available appointments for our patients in need of dermatological care.

### **Scheduled Appointments**

To schedule an appointment by telephone, please call:

307-635-0226  
800-736-0226

To request an appointment using our on-line message service, please follow tab for appointments.

### **Cancellations of Appointments**

Please be courteous and call the Cheyenne Skin Clinic 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 office appointment we require that you give at least 24 hours notice. Available appointments are in high demand and your early cancellation will give another person the possibility to have access to timely dermatological care.

### **Surgical Appointments**

Cancellation of scheduled surgeries require 24 hours notice. Because of the necessary supplies and equipment allotted for surgical procedures, any cancellation not made prior to the 24 hours will be subject to a fee of \$50.00 to \$100.00. This fee will not be billed to insurance.

### **How to Cancel Your Appointment**

To cancel appointments call the Cheyenne Skin Clinic at 307-635-0226 or 800-736-0226

#### **No Show Policy**

A “no show” is someone who misses an appointment without canceling it by 10:00 a.m. (1) one working day in advance. No-shows inconvenience those individuals who need access to dermatology care in a timely manner.

A failure to present at the time of a schedule appointment will be recorded in the patients’ chart as a “no show”. Three “no shows” in one semester may result in the temporary suspension of services.

## **Reimbursement Overpayment Refund Process and Information**

While Cheyenne Skin Clinic makes all reasonable efforts to estimate the patient's out of pocket or co-payment due at the time of service, occasionally overpayments may occur. If Cheyenne Skin Clinic becomes aware of an overpayment or mistake in payment (either through the Cheyenne Skin Clinic's discovery, or by notification by the patient, The Cheyenne Skin Clinic will process this overpayment either back to the patient or to the insurance, whichever is indicated. Refunds are processed every thirty days. Please let us know if you have an urgency for reimbursement.

### **Refund per Written Request**

If an overpayment is indicated and you would like to request a refund in writing, please send a letter of explanation, including the patient's name, date of birth and date of service and request for overpayment to:

**Cheyenne Skin Clinic  
Attn: Patient Refunds  
123 Western Hills Boulevard  
Cheyenne, Wyoming 82009**

Also, discovery of overpayments or questions regarding an balance may be addressed by calling Cheyenne Skin Clinic, **307.635.0226 or 800.736.0226.**