

Welcome to the office of Dr. Peter Accetta. Our practice is committed to providing you with the highest quality care, service and access. In order to help accomplish these goals, we would like to provide you with the following information.

#### **Office Hours**

Monday - Thursday 7:30 a.m. - 4:15 p.m.

Friday - Office is closed

#### **Phone Hours (716-675-7000)**

Monday - Thursday. 7:30 a.m. to 5:00 p.m.

#### **Appointments – Option 1**

#### **Billing Office – Option 4**

Monday - Thursday 8:00 a.m. - 4:00 p.m.

A medical provider is on call seven (7) days a week to take urgent calls outside normal business hours. (Bleeding, Pain, Infection)

For emergencies, call 911

Our phone message and website is updated as needed to report any closings; weather related, emergency or otherwise.

#### **Prescription Refills**

If you need a prescription refill, contact your pharmacy and the pharmacy will fax your request to us. You will receive a call only if there is a question or delay in filling your request.

716-675-7000 Option 3

#### **Form Completion**

A \$25 fee is required to complete any forms. Please allow seven (7) business days for us to complete the forms.

#### **Test Results**

Please allow up to fifteen (15) business days for biopsy results.

We will review test results as they become available and we will contact you with all results. Extension 212 or Option 2

#### **Appointments**

Please arrive 20 minutes prior to your appointment time to register. For your benefit and the benefit of all our patients, we try to stay on schedule (though emergencies sometimes occur). As a courtesy, you will receive an *automated* pre-appointment reminder call 3 to 5 business days before your appointment.

Please specify if you prefer to be reached by home phone, cell phone, text or e-mail. *Let us know if you would like to be added to our cancellation list for a sooner appointment.*

#### **PLEASE BRING THE FOLLOWING ITEMS WITH YOU TO AVOID RESCHEDULING YOUR APPOINTMENT**

- **New patient forms printed from our website, filled out in full.**
- **Current actually *INSURANCE CARDS* (no photo of cards as they are scanned into our system), *PHOTO ID* and CREDIT CARD.**
- **Some insurance companies require a REFERRAL to see a dermatologist. Please contact your primary care physician to verify whether you need a referral.**
- **CO-PAYMENTS are required at the time of visit.**

**If you arrive 15 minutes beyond your scheduled appointment time we may need to reschedule your appointment.**

#### ***Address and/or Phone Number Change***

It is important that the practice has your correct address and phone number on file. Please advise the practice anytime there is a change to your address, phone number, or other contact information.

#### ***Participating Insurances***

The practice accepts most insurance plans, however, participation in insurance plans may change. **It is your responsibility to verify that our providers are participating with your plan.** It is also your responsibility to know which labs participate with your plan and advise us of any lab restrictions. **We do not participate with Medicaid or any Medicaid product.**

#### ***Referrals and Pre-authorizations***

If the patient's insurance company requires a referral and/or preauthorization (for specialist visit), the patient is responsible for obtaining one for each visit. Failure to obtain the referral and/or preauthorization may result in no payment from the insurance company and the balance will be the patient's responsibility.

#### ***Medicaid, Workers' Compensation***

Our office does not participate with these plans, or any variation thereof.

**Co-Pay, Deductibles, POS Plans, Self Pay and Unpaid Balances**

All co-payments and past due balances are due and payable at the time of service. Self pay accounts shall exist if a patient has no insurance coverage. Payment in full is expected at the time of service. If your insurance is a High Deductible Plan, you will be required to pay a \$50 deposit for an office visit and a \$250 deposit for a surgical procedure prior to services being rendered. The deposit will be applied to your total cost. You will be billed for the balance owed or issued a refund for an overpayment. Should you need to discuss this payment policy, you may contact our Patient Financial Service Representative at 716-675-7000, ext. 214 prior to your appointment.

**Insurance Claims**

The practice will bill the patient's primary insurance company as a courtesy. In order to properly bill the insurance company, the practice requires that the patient disclose all insurance information including primary and secondary insurance. Failure to provide complete and accurate insurance information may result in patient responsibility for the entire bill. It is the insurance company that makes the final determination of the patient's eligibility and benefits. The patient should verify that services are covered and that appropriate pre-authorization or referral is obtained when necessary. The patient is responsible for knowing which labs their insurance policy covers. Patient is responsible for non-covered services provided. The insurance company is not contracted with the patient, the patient agrees to pay any portion of the charges not covered by insurance. We cannot bill insurance for cosmetic or non-covered services, therefore, full payment is required at the time of service.

**Missed Appointments**

Our office requires 24 hour notice of appointment cancellations. Patients that miss appointments and do not cancel within 24 hours are charged a fee of \$75.00 for regular appointments and \$150.00 for cosmetic appointments.

**Returned Checks**

The charge for a returned check is \$20.00.

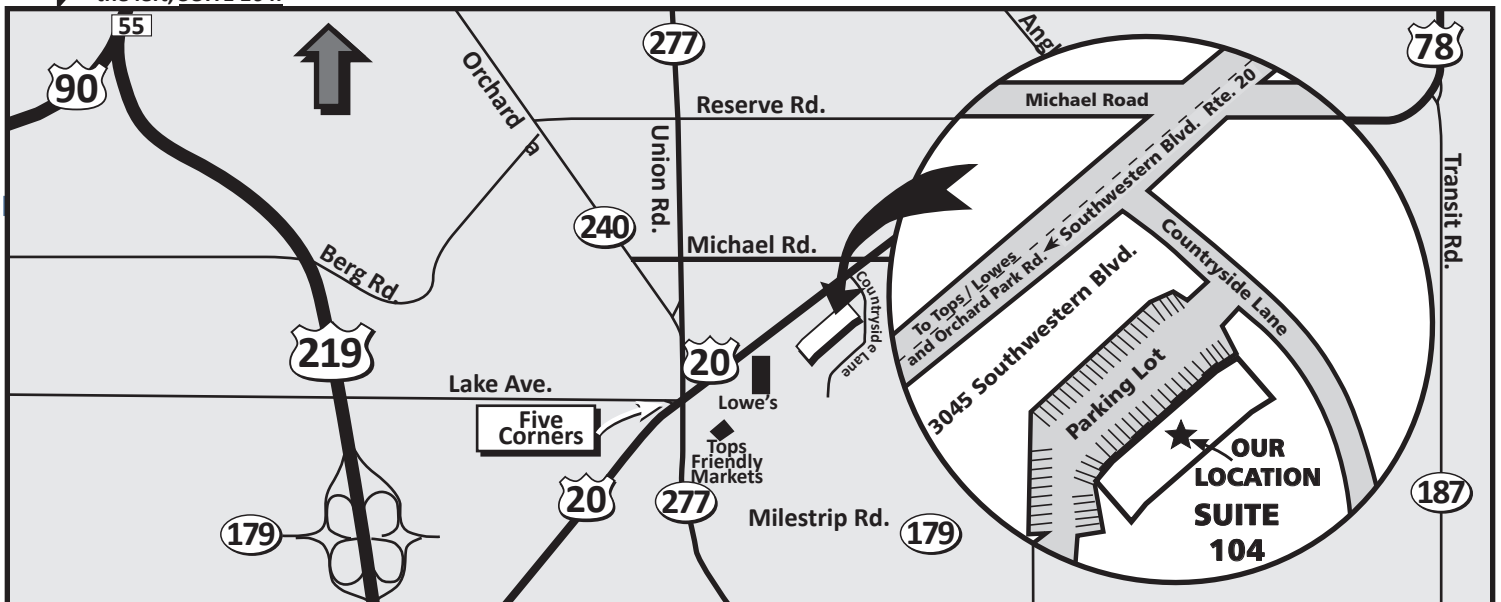
**Medical Records**

1 to 5 pages - No charge  
 5+ pages - \$.75 per page + cost of postage if written request was made to mail records.  
 You will be contacted by phone or in writing when records are ready with a total cost.  
 Please call 716-675-7000 Option 7

**Products:** All product sales are final

**DIRECTIONS TO ORCHARD PARK DERMATOLOGY LOCATED IN PARKLAND PROFESSIONAL PARK**

➔ Access to our office from all points is most convenient via Countryside Lane. Turn right at the 1 drive. Building 3045 is the 1<sup>st</sup> building on the left, SUITE 104.



**From Buffalo and points north**

Take NY State Thruway (90 West) to exit 55. Follow the signs to Orchard Park Route 219. Take 219 to Milestrip Rd. EAST. Proceed to the second traffic light and make a left on to U.S. Route 20 (Southwestern Blvd.). Go straight through the next light past the Tops/Lowes Plaza and make a right on Countryside Lane.

**From Springville, Ellicottville, Gowanda, Boston**

Take the 219 NORTH to the Milestrip Rd EAST exit. Make a left turn at the second light (Rt 20) which is Southwestern Blvd. Go straight through the next light past the Tops/Lowes plaza and make a right on Countryside Lane.

**From Westfield, Dunkirk, Fredonia, Silver Creek, Angola**

Take the NYS Thruway (90 East) to exit 56 (Milestrip Rd) and make a left turn at the light onto Milestrip Rd. Make a left turn at the 7<sup>th</sup> signal (Rt 20). Go straight through the next signal past the Tops/Lowes plaza and make a right on Countryside Lane.

**From Cheektowaga, Depew, Lancaster, Elma, East Aurora**

Take Transit Rd (Rt. 78) SOUTH. Transit Rd leads into Southwestern Blvd. (Rt 20) WEST. Just past the signal at Michael Rd. you will make a left on Countryside Lane.