

# Welcome To Boise Skin Clinic, PLLC

Marnie Ririe, MD

## GENERAL INFORMATION

### Appointments

We see patients by appointment. Our staff will schedule the time needed to fully evaluate and treat your concerns.

### No Show/Late Cancellation Policy (Effective January 12, 2015)

A No Show fee will be charged to your account if:

- You do not show up for your scheduled appointment
- You do not cancel your scheduled appointment at least 24 hours prior to your scheduled appointment time

This includes all established appointments, medical procedures, surgeries, cosmetic appointments and treatments.

The fees are as follows:

- Cosmetic procedures are subject to a \$150 charge
- Surgeries are subject to a \$75 charge
- New Patient appointments are assessed a \$50 charge
- All other appointments are subject to a \$35 charge

No Show fees are due prior to or at your next appointment. No Exceptions.

### Missed Appointments

A new patient who fails to show for the first appointment may be informed when rescheduling, that Boise Skin Clinic, PLLC, will not treat the patient.

We understand that there are situations that arise beyond patient control that results in a missed initial appointment. Please contact our office as soon as possible to discuss the situation and request a rescheduled appointment.

If you miss 2 appointments without prior notice given, you will be dismissed from the practice.

Please contact our office at (208) 258-2078 as soon as possible to cancel or reschedule your appointment. Please provide at least 24 hours notice.

We will contact you by phone with a courtesy reminder 1-2 days prior to your appointment. If we are unable to speak to you personally, a voice message will be left on your contact number if voice messaging is available on your telephone.

### Arrival Time

New patients, please arrive at least 15 minutes prior to your scheduled appointment time. At your initial visit, you will need to allow yourself enough time to check in, have your IDs scanned into the system and give our reception personnel time to enter your information.

### What to Bring

- Completed Registration Form
- Signature on File
- Medical History including prescription, over the counter medications and supplements
- HIPAA Patient Consent Form
- Referrals and Authorization
- Insurance Cards
- Photo ID

We recommend you access the Boise Skin Clinic, PLLC website, **BoiseSkinClinic.com**, and print forms required for registration prior to your visit.

**Insurance Cards and Identification** All patients utilizing their insurance coverage are required to bring their current insurance cards. Additionally, in order to be treated at Boise Skin Clinic, you must present your or the guarantor's driver's license or photo ID.

If you do not have your insurance card or if insurance cannot be verified, you are responsible for the full balance at the time services are rendered.

**Referrals and Authorizations** If insurance referrals and/or authorizations are required, it is the patient's and primary care physician's responsibility to provide that authorization. We will be unable to obtain these for you at the time of visit.

**Payment For Copays, Products or Self Pay Procedures** Payment is to be made at time of service and may be made by cash, check, VISA, or MasterCard.

**Telephone Calls** In the event there is an unusually large call volume, you may be asked to hold for a brief period. Please be patient. Your call will be returned as soon as possible.

**Full Body Exam** To ensure the best dermatological care, we strongly encourage our patients to have a full body exam at least annually. If that exam cannot be performed at the initial visit due to the time needed to address your primary concerns, please be sure to schedule an appointment as soon as possible for that express purpose.

**Minors** Because treatment cannot be provided without consent, ALL MINORS must be accompanied by a parent or legal guardian or adult authorized by the parent or legal guardian.

Prior to treating a minor, a signed "Consent to Treat a Minor" form must be completed and/or on file. If a minor is accompanied by an adult authorized to accompany the minor, the "Permission to Accompany a Minor" form must be completed and signed by the parent or legal guardian.

Due to laws requiring forms related to treating a minor, there are no exceptions.

**Emergencies** If you have a dermatological emergency during office hours, please call first so that you can receive treatment as promptly as possible. After regular office hours, proceed to the closest urgent care or emergency room that is appropriate for treatment of the medical emergency.

**Insurance and Financial Policies** Understanding your financial responsibility is an essential component in establishing and maintaining a strong patient/practice relationship. In order to achieve this we offer the following information regarding our insurance and financial policies.

**Fees** Should you have any concerns regarding our fees, please speak with an insurance specialist, our Practice Manager.

**Contracted Commercial Insurance Carriers** Boise Skin Clinic, PLLC currently participates in all insurance plans.

**Non-Contracted Commercial Insurance Carriers** In the event, your insurance company does not list Marnie Ririe, MD as a contracted physician, please notify our office and we will make arrangements to contract with your insurer.

**Medicare** Boise Skin Clinic, PLLC files claims and accepts assignment on Medicare.

**Pre-authorization** Patients are requested to notify Boise Skin Clinic, PLLC if their insurance company requires pre-authorization for dermatological services. Patient research of pre- authorization requirements will allow Boise Skin Clinic, PLLC to provide dermatological services at the time of your visit.

If required by your secondary carrier, you will need to obtain referral or authorization prior to your appointment.

**Private Pay Patients** Payment is due in full at the time of service. However, we may not be able to assign a final fee for procedures that necessitate the processing of pathology. In such cases, a **deposit of \$250.00 is required at the time of service.** Following the reading of pathology, a final fee can be determined. A statement will then be generated and sent to the patient or guarantor for any remaining balance. Payment is due upon receipt.

**Elective Procedures Considered Not Medically Necessary** For elective procedures, you may be asked to sign a waiver acknowledging you have been informed that Medicare or your insurance carrier does not cover those particular services and you are solely responsible for payment. Payment is due at time of service for non-covered services.

**Cosmetic Procedure Deposits** Cosmetic and elective procedures may require a deposit or payment in full to hold that appointment slot. Full payment is expected at the time of service. Please be aware that a missed appointment can result in forfeiture of all or a portion of your deposit.

**Returned Check Fees** **Any returned check from the bank for non-payment shall result in the patient's or guarantor's account being assessed a \$30.00 fee per check returned.**

**Collection Fees** Delinquent accounts **referred for outside collection** will be assessed a \$25 collection fee. Guarantor is responsible for any applicable statutory interest and finance charges associated with collection.

**Dermatological Conditions Treated** Boise Skin Clinic, PPLC excels in the diagnosis, medical care and surgical management of:

- Diseases and disorders of the skin, hair, nails, veins and nearby tissues
- Benign growths and malignant skin cancers
- Aging and sun-damaged skin
- Cosmetic improvement of the skin

**Annual Skin Cancer Screening Exams** Boise Skin Clinic, PPLC urges patients to undergo an annual skin cancer screening examination. Skin cancer is the most common form of cancer in the United States. With early detection and proper treatment, skin cancer is highly curable.

**Skin Cancer Treatment Options** If a biopsy reveals skin cancer, your dermatologist will discuss treatment options. Treatment for skin cancer varies according to the type, location, extent, aggressiveness of the cancer, and the patient's general health. The goals of treatment for skin cancer are to remove all of the cancer, reduce the chance of recurrence, preserve healthy skin tissue, and minimize scarring after surgery.

### **Thank you for choosing Boise Skin Clinic, PPLC**

The healthcare professionals of Boise Skin Clinic, PPLC have unique qualifications and experience in the use of a wide variety of surgical and non-surgical methods of treating the skin and preventing skin problems. Moreover, they care about your appearance and want to help you to look good and feel good at any stage in life.

## Communication with Persons with Limited English Proficiency

The policy of Boise Skin Clinic, PLLC is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving their medical conditions and treatment. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms, etc.

Communication services provided to an LEP patient shall be provided without cost to the person being served. Patients/clients and their families will be informed of the availability of the services.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by the LEP patient and **after** the LEP person has been informed that an interpreter services are offered at no charge to the LEP patient.

If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children, under the age 18 will **not** be used to interpret, in order to ensure confidentiality of information and accurate communication.

IF LEP services are required, Boise Skin Clinic should be notified at the time an appointment is requested.

**Appendix A to Part 92—Sample Notice Informing Individuals About Nondiscrimination and Accessibility Requirements and Sample Nondiscrimination Statement:**

**Discrimination is Against the Law**

Boise Skin Clinic, PLLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Boise Skin Clinic, PLLC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Boise Skin Clinic, PLLC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Joy Fraley, CPC at 208-258-2078 or via email [billing@boiseskinclinic.com](mailto:billing@boiseskinclinic.com)

If you believe that Boise Skin Clinic, PLLC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Joy Fraley, CPC Practice Manager, P.O. Box 7446 Boise, ID 83707, Phone 208-258-2078, Fax 208-258-2079, [billing@boiseskinclinic.com](mailto:billing@boiseskinclinic.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Joy Fraley, CPC phone 208-258-2078 is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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**Appendix B to Part 92—Sample Tagline Informing Individuals With Limited English**

**Proficiency of Language Assistance Services**

ATTENTION: If you speak **[insert language]**, language assistance services, free of charge, are available to you. **Call 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).**

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**Nondiscrimination statement for significant publications and signification communications**

**that are small-size:**

Boise Skin Clinic, PLLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

## Get Help in Other Languages

If you need help or speak a non-English language, call 1-800-368-1019 (TTY: 1-800-537-7697), and you will be connected to an interpreter who will assist you at no cost. Please visit [www.hhs.gov](http://www.hhs.gov) for additional information.

### **Español (Spanish)**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

### **繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1 (800) 368-1019 (TTY 文字電話：1 (800) 537-7697)。

事實紙頁- 關於反視的法律  
您的健康資訊隱私權  
您的健康信息隱私權

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

T Thông Tin - v các điều luật chng phân biệt đì x  
Quyền Bảo mật Thông tin Sức khỏe của Quý vị

### **한국어(Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (800) 368-1019번 (TTY: 1 (800) 537-7697번)으로 전화하십시오.

정보 안내서 -- 차별 금지법에 관한 정보  
개인의 의료 정보 보호 권리

### **Tagalog (Tagalog)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, may mga libreng serbisyo para sa tulong sa wika na maaari mong gamitin. Tumawag sa 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

Paunawa - tungkol sa mga batas laban sa diskriminasyon  
ANG IYONG MGA KARAPATAN SA PAGKAPRIBADO NG IMPORMASYONG  
PANGKALUSUGAN

## **Русский (Russian)**

ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по номеру 1 (800) 368-1019 (телетайп: 1 (800) 537-7697).

Информационные листки о законах, запрещающих дискриминацию  
ВАШИ ПРАВА НА ЗАЩИТУ КОНФИДЕНЦИАЛЬНОСТИ МЕДИЦИНСКОЙ  
ИНФОРМАЦИИ

## **العربية (Arabic)**

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم 1 (800) 368-1019 (هاتف الصم والبكم: 1 (800) 537-7697)

## **Kreyòl Ayisyen (French Creole)**

ATANSYON Si w pale Kreyòl, gen sèvis èd pou lang gratis ki disponib pou ou. Rele 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

## **Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1 (800) 368-1019 (ATS : 1 (800) 537-7697).

## **Português (Portuguese)**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

## **Polski (Polish)**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Dzwonić pod numer 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

Strony informacyjne na temat ustaw o przeciwdziałaniu dyskryminacji  
PRAWA DO OCHRONY PRYWATNOŚCI DANYCH ZDROWOTNYCH

## **日本語 (Japanese)**

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。Call 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

## **Italiano (Italian)**

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

### **Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie uns an unter 1 (800) 368-1019 (TTY: 1 (800) 537-7697).

### **Persian (Farsi)**

توجه: اگر به زبان فارسی صحبت می کنید، خدمات یاری رسانی زبانی، بطور رایگان، در دسترس شما می

تماس بگیرید ( 537-7697 (800) 1 (TTY: 1 (800) 368-1019 ) ، باشد. با شماره 1 (800) 368-1019

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