

# *Pediatric Dermatology*

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Dear Parent and Patient,

We would like to take a moment to introduce ourselves and to welcome you to our practice....

Pediatric Dermatology Associates of Erie, or PDAE, is a new practice that began January 1, 2016. However, Dr. Ripple has been practicing Pediatrics, limited to *Pediatric Dermatology* since 2005 when she joined Dr. Benjamin, Baxter and Vidmar at Dermatology Associates of Erie. Though now separate practices, the two remain close and are supportive of each other.

PDAE welcomes patients from birth through age 26, and we care for all types of skin conditions from warts, to eczema, to acne and mole checks. With Dr. Ripple's pediatric background, our practice provides comprehensive care for patients with skin disorders that may be more than 'skin deep.'

Our practice is small and we pride ourselves on being timely and efficient, but also on giving our patients the amount of time and attention that best suits each individual's needs. In order to do so, we ask that our patients assist by becoming familiar with our office policies as they relate to patient care. Remember, your understanding and cooperation help us to better serve you, your child, and all of our patients.

Our policies that impact patient care are summarized below:

- Arrive at our office approximately 10-15 minutes before your scheduled appointment time. Late patients that arrive more than 10 minutes AFTER their scheduled appointment times will be asked to reschedule. It is NOT fair to those patients arriving on time to have to wait because someone else was late.
- INSURANCE CARDS and PHOTO ID are REQUIRED at EVERY VISIT. The photo ID can be that of the parent/guardian or the patient. These items are REQUIRED AT EVERY OFFICE VISIT. Patients cannot be checked in without these two items, and will be rescheduled. It is NOT our responsibility to "find" or "look up" your insurance.
- DO NOT call the answering service for refills; the on call providers will NOT grant any refills after hours or on weekends. Remember, this policy is to protect the well being of the patient, and is not meant to be restrictive.

- **TREATMENT OF PATIENTS UNDER THE AGE OF 18:** According to Pennsylvania State Law, all minors under the age of 18 years must be accompanied by a parent or legal guardian for medical care. However, minors can be seen without a parent/guardian present provided that: (1) the child is 16 years of age or older, (2) the parent/legal guardian is available by telephone during the time of the appointment, (3) the parent/legal guardian has signed all of the required documentation and consent form, and (4) the parent/legal guardian has informed our office that they will not be present during the appointment BEFORE the child arrives in the office for the appointment. Likewise, we must have prior written consent from a parent/legal guardian to permit someone other than the parent/guardian to accompany a minor to the appointment. These consent forms are available in our office and on our web site. Please note: surgical procedures, biopsies, etc. will only be performed when a parent/legal guardian is present.
- The on call service is for EMERGENCIES ONLY. Please do not call for prescription refills. Please do not call to schedule or cancel appointments. Please do not call for routine questions. Call back during regular office hours.
- Due to escalating costs for credit/debit transactions, a \$2.00 service charge will AUTOMATICALLY be added to all card transactions, including flexible Spending Accounts. To avoid this charge pay with cash or check.
- All copays are due at checkin on the date of the appointment. A \$5.00 billing fee will be added if the copay is NOT paid at the time of service.
- Any use of vulgar language, obscenities, or any threatening language to ANY MEMBER of the PDAE staff will **NOT** be tolerated and will be grounds for IMMEDIATE DISMISSAL from the practice. All threats will be taken seriously and law enforcement will be notified.