

# UNDERSTANDING PATIENT WAIVERS

PATIENT FINANCIAL & REFERRAL INFORMATION

## UNDERSTANDING YOUR PATIENT WAIVERS: A QUICK GUIDE

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- We want you to feel confident and informed about your care. Here is a simple breakdown of the agreements you are signing today.

## WAIVER 1 - CONSENT FOR CARE & PROCEDURES

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- **Permission to Treat:** You give our team (including PAs, NPs, and Nurses) permission to examine and treat you so you can get better.
- **Realistic Expectations:** You understand that medicine isn't an exact science and results can vary. You agree to move forward even though there are no 100% guarantees.
- **The Team Approach:** We are a teaching clinic. You are okay with our qualified staff assisting in your care and understand that students may be present to learn.
- **Photos & Privacy:** We take photos to track your progress. We will ask for your extra permission before using any photo of your face for marketing.
- **Tissue Disposal:** Anything removed during a procedure stays with the clinic to be tested or safely thrown away. Samples cannot be taken home.

## WAIVER 2 - HIPPA & PATIENT PRIVACY

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- **Everything is Private:** Your name, health history, and how you pay are all protected by law.
- **Coordinating Care:** You give us permission to share your info with other doctors to treat you and with our trusted business partners (like our AI scribe or billing team) to run the clinic.
- **Voicemails & Texts:** You are okay with us leaving medical messages on your voicemail or texting you about your care.
- **Tandem Support:** We use a partner called Tandem to help get your expensive meds approved by insurance. You still get to pick your own pharmacy.
- **Your Records:** You have the right to ask for a digital or paper copy of your medical records whenever you want them.

PHONE  
Call or text us  
at 385.273.3376

SMART *Skin*  
DERMATOLOGY

LOCATION  
3200 W Clubhouse Dr. #100  
Lehi, UT 84048

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## WAIVER 3 - FINANCIAL AGREEMENT

- Insurance vs. Cash: If we bill insurance, you pay whatever they don't cover. Once we bill them, we cannot retroactively switch you to a "cash price." If you choose self-pay, you are promising you don't have insurance we work with.
- Cosmetic Services: These are paid in full today and are non-refundable. Prepaid packages must be used within 12 months.
- Elective Procedures: We don't "pre-clear" cosmetic items with insurance. You pay us up-front, and we will provide the paperwork if you want to try to get reimbursed by your insurance yourself.
- The "Separate" Lab Bill: If we send a skin sample to a lab, they will mail you their own separate bill. We do not control what they charge.
- Cancellation Policy: We require 24 hours' notice for cancellations.

Standard Visits: First one is on us; after that, it's \$50.

Surgical/Long Visits: \$50 fee for any no-show.

Premium Cosmetic: No-shows forfeit their \$500 deposit.

- Card on File: We securely store your card on file.

## OTHER RESOURCES

We work hard to publish only best patient education and comprehensive resources. We want to be your trusted source of all skin information. You will find additional educational information by scanning the following QR codes.

*Our Monthly  
Newsletter*



*Patient  
Resources*



*Insurance &  
Self-Pay Options*



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