

Dear

Thank you for taking time to make an appointment to see Dr. Paul Cabiran. The purpose of this letter is to acquaint new patients with our office policies and procedures. Included with this letter is a registration form to be completed prior to your appointment. Please bring the completed registration along with current insurance cards and a list of any medications you may be taking. We ask that new patients arrive at least ten minutes prior to their scheduled appointment to complete the registration process.

OUR SPECIALTY

Dr. Cabiran treats patients of all ages and specializes in General Dermatology and Skin Cancer Surgery. He is a board certified Dermatologist and is a Fellow of the American Academy of Dermatology as well as the American Society for Dermatologic Surgery.

APPOINTMENTS/BUSINESS HOURS

We see patients by appointment only. Please phone our appointment desk between 9:00 A.M. and 4:00 P.M. Monday thru Friday. If you are unable to keep your appointment, please notify our office 24 hours prior to your appointment time.

AFTER-HOUR CARE

If you have an emergency need for care, go directly to the Emergency Room at the nearest hospital. The staff there will attend to you, and contact Dr. Cabiran for his instructions as needed.

TELEPHONE CALLS

During business hours our medical assistant or business manager can assist you with prescription refill requests. Medical concerns should be addressed to Dr. Cabiran's medical assistant and it may be necessary to leave a message with a brief description of your problem or concern. Generally calls will be returned the same day.

BILLING AND COLLECTION POLICY

The primary goal of our practice is to provide the finest care to the patients in our community. Payment is expected as services are rendered. We accept cash, checks, Visa, Master Card, American Express and Discover.

INSURANCE

Please contact the customer service department listed on the back of your insurance card to confirm that Dr. Cabiran is a provider with your plan. At present, Highlands Dermatology is a participating provider with Medicare, Blue Cross and Blue Shield of NC, Blue Medicare, Humana Choice Care Medicare Advantage, United Healthcare,

Aetna, Tricare, Wellpath Primary Physician Care. Deductibles and co-payments are due at the time of service. Amounts not paid within 45 days are due in full from the patient.

SELF PAY

If your insurer is not listed above or you do not have insurance, please be prepared to pay for your visit in full at the time of service. Laboratory fees for biopsies and cultures will be billed directly by the lab.

LABORATORY SERVICES

We frequently order multiple laboratory tests. We will record your billing information on the lab request form and you will receive a statement directly from the lab for their charges. Please ask the office manager or medical assistant if you have any questions.

MEDICAL RECORDS

Your medical record is confidential, and any information release requires your written permission. Information contained in your chart will be made available to referring physicians, so that your care and treatment can be complete.

OFFICE LOCATIONS

Highlands Office: Jane Woodruff Clinic
209 Hospital Drive, Suite 302
On the campus of the Highlands-Cashiers Hospital
Phone: 828-526-1232

Brevard Office: French Broad Place
29 West French Broad Street, Suite 204
Most convenient parking is on the second level parking deck.
Phone: 828-862-8887

Franklin Office: 118 Holly Springs Park Drive
Franklin, NC 28734
Phone: 828-592-3009

We look forward to welcoming you to our office on _____ @ _____.