



SUZANNE L. KILMER, MD
DIRECTOR
BOARD CERTIFIED IN DERMATOLOGY

VERA A. CHOTZEN, MD
ASSOCIATE DIRECTOR
BOARD CERTIFIED IN DERMATOLOGY

SUSAN K. SILVA, MD
BOARD CERTIFIED IN DERMATOLOGY

MARLA L. MCCLAREN, MD
BOARD CERTIFIED IN DERMATOLOGY

ANDREA WILLEY, MD
BOARD CERTIFIED IN DERMATOLOGY

REBECCA SPRAGUE, NP-C
BOARD CERTIFIED IN DERMATOLOGY

Dear

Thank you for your interest in the Laser and Skin Surgery Center of Northern California. This letter confirms your appointment on ____/____/____ at ____:____ (am/pm) with Dr. _____ to discuss _____

Please read and complete the following information prior to your consultation with the doctor:

1. Health history questionnaire and registration information. Please complete and bring with you to your appointment.
2. A brochure is enclosed regarding the services you expressed an interest in.
3. An information sheet about our practice is enclosed along with a practice brochure.

If it becomes necessary to cancel or change your appointment, please call our office as soon as possible. Avoiding unnecessary vacancies in our schedule helps contain the cost of our services.

We look forward to meeting you. Please call if you have any questions about the enclosed information.

Sincerely,

Suzanne L. Kilmer, M.D.



Dear Patient:

Welcome to the Laser and Skin Surgery Center of Northern California! We appreciate the opportunity to meet with you to discuss healthy skin and your skin care needs. We take pride in making your visit to the Laser Center as pleasant and comfortable as possible. Please take a minute to review some basic **practice policies**.

OFFICE HOURS and TELEPHONE CALLS

Our normal office telephone hours are 8:30 a.m. to 5:00 p.m. Monday through Friday. Our receptionists are instructed to handle all incoming calls. We have office hours on Saturday until 2:00 pm. The Laser & Skin Surgery Center has no phone service on Saturday.

If you need to speak with the doctor, our receptionist must take your name, telephone number and the nature of your call. This enables the physician to have your chart available when she returns your call. After hour emergencies should be directed to our main number (916) 456-0400. The automated telephone system will instruct you how to reach your doctor.

INSURANCE AND PAYMENT

- **There is an \$85.00 consultation fee for all cosmetic consultations, this consultation fee is not applied towards the cost of treatment.**
- **There is a \$50 consultation fee for tattoo removal consultations and laser hair removal consultations are complimentary.**
- **We are unable to estimate the cost of various procedures until the physician has completed an evaluation of your specific needs.**
- **Cosmetic services are not covered by insurance.**
- **We require payment in full at the time of service for cosmetic services.**
- **Laser resurfacing, Thermage, and Fraxel require payment in advance.**

Fees for medical consultations can only be determined by the physician based on complexity according to standards set by the American Medical Association. At your consultation, the physician will quote a fee for treatment, if applicable. Many of the procedures offered at the Laser Center are considered cosmetic. For your convenience, we accept Master Card, Visa, ATM, cash and personal checks.

We recommend you call your insurance company to ask if your anticipated service is a covered benefit of your plan and if a referral is required. If a referral is required, you must have it sent to our office prior to your appointment. We will bill your insurance if your treatment is medically necessary. Our Insurance Specialist will also contact your insurance company to verify your eligibility and benefits. We will estimate to the best of our ability the amount of the charges for which you will be responsible. **We do require payment of your portion** (deductible, co-pay, 20%, etc.) **at the time of service**. After your claim is processed by your insurance company, we may need to bill you for any remaining balance as determined by your insurance company and our contracts. We require these balances to be paid in full in 90 days. If we overestimated your responsibility, we will promptly send you a refund.

For your children's protection, children under the age of 12 are not allowed in the front reception area without adult supervision. Children under the age of 12 are not allowed in the room during laser treatment unless they are a scheduled patient.

Print patient's name

Signature

Date