



Appointments – Dermatology Practice of Roanoke requires that each patient provide photo identification and insurance verification prior to every visit. Your appointment can be rescheduled if needed. These requirements are in conjunction with the Federal Trade Commission’s new Red Flag Rule Program in an effort to protect you from identity theft. Thank you for your cooperation. To make an appointment, call 540-562-8873.

Walk-in and Work-in appointments – At Dermatology Practice of Roanoke, we do our best to accommodate the needs of our patients, particularly in situations of urgency. We make an effort to see acute skin problems as quickly as possible, as the schedule permits, without hindering care to those with scheduled appointments. In order for this system to work optimally, we do require your cooperation with the cancellation policy noted below.

Cancellation and Late Policy – In order for all patients to receive the care they deserve in a timely and efficient fashion, we ask that you notify us if you will more than ten minutes late for your appointment. Late arrivals result in delay of not only your visit but also those patients scheduled after you. Cancellations of surgery appointments also require at least a 24 hour notice. No shows for surgery appointments will be assessed a \$150 charge that cannot be billed to insurance.

Inclement Weather Policy – In the event weather conditions occur that force closing the office or a delayed opening, Dermatology Practice of Roanoke will call patients with same day appointments beginning at 7:15 a.m. to notify of the office’s change in schedule. In addition we will post any closings or delays on the Business Closing and Cancellation page of two local T.V. stations, WDBJ7 & WSLS.

2000 Stephenson Ave.

Roanoke, Virginia 24014

Phone: (540) 562-8873



Refill requests – For refills, please check first with your pharmacy to ensure you do not have any refills left on the prescription. If you do not, you may call our office during regular business hours, or after hours and leave information regarding your name, phone number and date of birth along with the name of the prescription, your preferred pharmacy and its contact number. Please allow one business day for all refill requests. Refill requests made after hours will not be processed until the next business day.

We regret to inform you that we will be unable to refill medications for patients who miss their appointments. You will be asked to reschedule your appointment and ask for refills. No prescription will be refilled if more than one year has lapsed since your last visit. Oral medications and some topical cream require more frequent follow up to ensure need and proper use than others do.

Minors – All minors under age 18 are required to have a parent or legal guardian at all appointments. At time of initial registration a parent or legal guardian may sign a form to allow another adult to bring the child to appointments in their absence.

Payment / Insurance – We welcome new and existing patients and accept most major medical insurance plans. You will be responsible for provision of co-pay and/or deductible at the time of your visit. Payments can be made by cash, check, debit card or credit cards.

We will file your health insurance for you. Any additional money due based on your particular insurance explanation of benefits for services must be paid immediately upon notification by us or your insurance company. We accept payments in person, via mail or over the telephone. We are unable to accept payment via our website at this time.

Most major medical insurance companies consider minor procedures such as skin biopsies, liquid nitrogen treatment, and removal of irritated skin lesions to be surgery. Any surgery deductibles or coinsurance would then apply. Your insurance company makes this decision, not our office. All coding and billing is performed in accordance with guidelines set forth by the American Medical Association.

All procedures considered cosmetic in nature are not covered by insurance, and therefore payment is expected at the time of service. We cannot file any service to insurance that is cosmetic in nature. Your doctor will notify you of any such procedures before you make the decision to undergo them.

Please note that each patient has a different health insurance plan and not all plans handle billing of services, including surgery, in the same manner.