

Clinic Policy

Appointments

- My Dermatologist will do our best to accommodate the needs of our patients. In order to schedule patients who have urgent skin care needs, please follow our cancellation policy. The providers actively triage urgent phone calls.

Skin Cancer Screenings

- A yearly exam of all of your skin is recommended to evaluate moles and lesions of concern. At this visit, only the skin cancer screening is conducted. Any other dermatologic conditions will be evaluated and treated at another visit. Some patients need skin cancer screenings every 3 or 6 months.

Cosmetic procedures are set up after an initial cosmetic consultation with our providers.

Surgical procedures are set up after an initial evaluation with our providers.

FotoFinder Mole Mapping

- Mole mapping is now available in Minnesota. This technology aids the dermatologist in looking for changing moles or lesions. This is only an aid. It does not replace a total body skin cancer screening. The FotoFinder Mole Mapping visit occurs one week prior to the skin cancer screening. The photographic images are evaluated to determine any moles or lesions that deserve a more careful examination.
- The cost for this evaluation is not commonly covered and is due at the time of the visit. Your images will be given to you after the total body skin cancer screening to ensure any suspicious lesions have been evaluated.

No Shows

- Please call our office to cancel or reschedule your appointment if you cannot make your appointment. A patient who no shows for three appointments or fails to give an adequate 48 hour notice for three appointments may be subject to dismissal from the practice.

Arrival time

- Please arrive 10 minutes before your appointment time to allow sufficient time to check you in.
- New patients must arrive 30 minutes prior to complete the new patient registration.

Late Arrivals

- Your provider will determine if you may still be seen that day at a different time or if the visit must be rescheduled.
- If you are going to be more than 10 minutes late, please call our office to reschedule at 651-621-8888.

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Providers may run late.

- Our providers will evaluate and treat each patient with compassionate care. This may occasionally lead to long wait times. If you are waiting more than 40 minutes for your appointment, you may request to reschedule your visit.

Phone calls

- Phones are answered 8 AM to 4:30PM. Phone calls received after 3PM may be answered on the next day of business.
- If you have a life-threatening emergency, call 911.
- On call phone calls are reserved for non-life-threatening skin emergency calls only.

Prescriptions

- Medications are prescribed for a specific length of time.
- After that time, a follow up visit is often required.
- Continuous medications will not be prescribed for more than one year.
- Refills will not be allowed if you miss your appointment.
- Please call your pharmacy to refill medications. Refill requests may take up to 48 hours.
- Please call our office if your medication is not covered or is too expensive. Sometimes suitable alternatives are available.

Multiple conditions

- Because we can so easily see changes in our skin, many, many questions can arise about skin lesions, skin care regimens and skin treatments.
- We will do our best to treat you and your skin and make a treatment plan that addresses the most urgent concerns first.
- Some issues may need to be resolved over multiple visits.