Patient Resources:

Patient Portal (hyperlink to: <https://absolutedermatology.ema.md/ema/PatientLogin.action>)

Portal Help:

*Soft intro:*

Our patient portal is an easy-to-use tool to help ensure we have your correct demographic and medical information before we even see you. This will not only make us more efficient but it will enable us to provide you the best care. If you have any trouble with the portal after reading the following instructions, please call us at (804) 326-4448 for help! We don’t want this process to be intimidating, but rather empowering, as it allows for easy communication between our patients and medical team.

*Body content:*

Portal instructions:

Below is a step-by-step tutorial designed to help you activate and navigate our portal. This picture tutorial will show you how to activate, login, and reset your password, in addition on showing you where to find and update your chart information.

For more specific instructions on how to input information into the portal, please download our: Patient Portal Guide. (*this is a pdf document that should be hyperlinke*d)

*\*\*I have a power point document that I would like to show here\*\**

Appointment Information:

*Soft intro:*

Absolute Dermatology and Skin Cancer Center sees patients from Richmond, Virginia, Glen Allen, and the surrounding Virginia areas by appointment. Our staff will schedule the necessary time to fully evaluate and treat your concerns. To request an appointment, or if you have questions about your appointment or insurance information, call our office at (804) 326-4448 or book online.

*Body content:*

New Patients:

For your convenience, we ask you to complete your medical history prior to arrival through our **online portal**.

New patients should receive an email from our office at the time an appointment is booked, and again in a reminder email. This email contains a link to our online portal. After clicking this link, set up a username and password. This account will allow you to confirm and/or update your insurance information, preferred pharmacy, your medical history and communicate with our staff.

If you are having trouble with your portal, call our office staff or **click here for portal help.**

Please arrive at least 30 minutes prior to your scheduled appointment time to allow yourself time to check in. We will need to scan your photo ID and insurance card(s). We will also need to enter your information into a check-in iPad.

\*If you have requested a new patient packet be mailed to you in lieu of using the patient portal, or if you are concerned about the ease of using a check-in iPad to enter your medical history,

please have this filled out prior to the visit and allow our staff time to enter the information into your chart. You can also find this paperwork on our website in the Patient Forms tab.

**If this is your first time having Mohs surgery**, please read our trifold on what to expect.

*Mohs Surgery Trifold*

**If this is your first time having a skin cancer screen**, please come without make up on or be prepared to remove it at the office. Please also be prepared to remove clothing, wigs and shoes to allow for a thorough evaluation.

All Patients:

We ask that existing patients update their health information annually. You can make these changes to your through the portal prior to your visit, or in the office on one of our check-in iPads. However, changes to basic contact information and insurance can only be made by our staff.

Please remember that for any medical visit, you should bring:

* Full list of medications including prescription, over-the-counter medications and supplements
* Referrals and authorization, if required by your insurance plan
* Insurance cards (primary and secondary coverage)
* Valid photo ID

Please note that because treatment cannot be provided without consent, all minors and adults who cannot give consent for themselves must be accompanied by a parent or legal guardian to sign the appropriate consent form. A minor is defined as anyone 18 years of age or younger.

Insurance:

Before coming to Absolute Dermatology, we recommend you check with your insurance provider to see what is covered under your plan. Be aware that even if conditions, visits, procedures or treatments are ‘covered’, there is often a component of patient responsibility. We will do our best to estimate your costs beforehand, but cannot provide an exact amount owed until after the visit.

If you have a copay, it will be due at the time of service and may be made by cash, check, or credit card. We accept all major credit cards. For more information, please review our Financial policy.

Insurances accepted:

* Anthem
* Aetna
* Cigna
* UHC
* PHCS
* Tricare
* Humana
* Medicare

Patient Forms

*Soft intro*

Please find below a list of downloadable forms that you can complete prior to your visit to facilitate your check in process. Please be aware we are required to ask and document most of the information and apologize in advance for what seems like redundancy and length. If you have any questions about this paperwork, please call our office at (804) 326-4448.

*Body (all hyperlinked pdf files)*

Please use the following patient packets if you are uncomfortable using the patient portal to enter and/or change your information, or if you are concerned about using an iPad to enter your information at the office.

* New Patient Packet
* Return Patient Packet
* Release of Information form
* Minor Patient Consent Form
* Incapacitated Patient Consent Form

If you have trouble with the patient portal, please see Portal Help in this section of our website.

Policies and Consents

*Soft intro*

Please find below a list of our current office policies and consent forms. If you have any questions regarding these documents, please do not hesitate to reach out to our team before your scheduled appointment at (804) 326-4448.

*Body (all hyperlinked pdf files)*

* Privacy Policy
* Financial Policy
* Office Policies
* Teledmedicine Consent

Patient Education

*Soft intro*

Please find below our patient education handouts. We hope these are helpful if you misplace instructions and treatment plans that were written down during your visit. However, as they may be customized for each patient, if you have specific questions, do not hesitate to reach out to us at (804) 326-4448.

*Body (all hyperlinked pdf files)*

* Wound care: Minor Procedures (Biopsy, ED&C, Cryotherapy- freezing)
* Wound care: Excision
* Wound care: Mohs
* Wound care: Skin Grafts
* Wound care: Dermabrasion
* Chemical peels
* Molluscum and Wart
* PreBotox Form
* Cosmetics After Care
* Vinegar/ Bleach Baths
* Efudex (5-FU) Instructions
* Sensitive Skin Handout
* Sun Protection
* Mohs Surgery Trifold