



**Attention all NEW and Established Patients:**

We kindly ask for your patience these next few weeks as we will be utilizing a new software system effective July 1<sup>st</sup>, 2011. It is extremely important that you arrive for your scheduled appointment on time. We ask that all New Patients try and arrive at least 20-30 minutes prior to your scheduled appointment time since our front office will be entering your information into new software.

During this transition our front desk may need to verify some information that you have previously given to us, simply to confirm that it was set up in our new system correctly.

Our goal is to become even more efficient by the use of our new software; however, it can take a few weeks to get all of our staff fully trained.

We thank you for your patience and continued loyalty to our practice.

If you have any questions or find incorrect information regarding your account please do not hesitate to contact me.

A few things you may notice the next few months in terms of billing:

- With this new system we are required to obtain the social security number and date of birth of the responsible party (or Guarantor) associated with a patient who is a minor (under 18). This is to ensure that the insurance information is filed properly for prompt payment.
- If you have been seen prior to July 1<sup>st</sup>, you will receive the same billing statement you are used to seeing from our practice. However, if you are seen after July 1<sup>st</sup>, 2011, you will receive a statement that will be automated from our new software and may look a little different. Call if you have questions in regards to reading this bill.
- If you have a balance that you are making payments on for dates of service prior to July 1<sup>st</sup>, 2011, you will continue to receive a statement from our current billing software; however if you have any visits following July 1<sup>st</sup>, 2011, in which you incur a balance, you will receive a separate statement for those dates of service. We apologize for any confusion this may cause. This is done in order to apply your payments correctly.
- We'd like to obtain your email address if applicable for future use. Our new software is set up to develop a Patient Portal in the near future. Once this is set up our patients will be able to send us messages, requests, as well as update their demographic and medical information straight from their portal key. An email is necessary in order to obtain an account. Your email address will not be used for marketing or solicitation purposes.

Sincerely,  
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Practice Manager  
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