



Welcome to Dermatology

Your care is very important to us! Help us give you A World Class Care!

In order to improve the care you receive from our staff, we would like to share with you a few of our procedures related to your office visit.

Scheduled Appointments

Please arrive 15 minutes prior to your appointment to check-in. To confirm appointments or any other questions regarding your appointment, please call our Scheduling Department at 1-800-292-3332 or 717-531-6820. You may also call our Harrisburg location on Nyes Road at 717-657-4045, or our State College office with the Penn State Hershey Medical Group at (814) 272-4445. You may use the toll free number for both locations. After hours you may call the CareLine at 1-800-243-1455 or local at 717-531-6955. CareLine appointment scheduling is available all the time, 24 hours a day, 7 days a week. If you have an acute problem that won't wait for a routine appointment, please leave a message for your dermatologist to call you (allow 2 business days) or get a check-in time for our weekly Open Access Clinic.

Medications

Do you need your medications refilled today? Do you need a 30 day supply or a 90 day supply? Should you require **prior authorization** for a prescription, contact your insurance company and ask for a form to be faxed to us at 717-531-4702. Be sure to include your name, the prescription, and any relevant insurance numbers. **Prior Authorization can take 4 weeks.** For prescription **refills**, have your pharmacy fax a refill form to us at 717-531-4702. **Please allow one week to refill your prescription**.

Biopsy and lab results

Biopsy results may take up to 14 days. Special labs may take up to a month to receive the results. Routine blood work may take up to 7 days for the results.

Insurance

We accept most insurance. If you have HMO insurance, please obtain the proper authorization prior to your visit. Please be prepared to pay your co-pay if you have one.

Emergencies

A Dermatologist is always on call after hours (5 PM) and weekends. The Physician may be reached by calling 717-531-8521 and asking the operator to page the Dermatologist on call. Please be considerate of our doctors when using this service. Prescription refills and scheduling appointments will not be addressed by this physician.

THANK YOU FOR CHOOSING PENN STATE DEPARTMENT OF DERMATOLOGY FOR YOUR CARE. If you liked your visit today, tell a friend, if you didn't please tell us.

