

Did you know that cosmetic skin care and procedures are not just for women? Over 55% of all cosmetic procedures are performed on men between the ages of 25 and 65.



We offer a wide variety of services for men.

Permanent hair removal on back, chest and face.

Acne treatments for the face and back.

Microdermabrasion to smooth and even skin tone on the face.

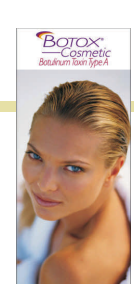
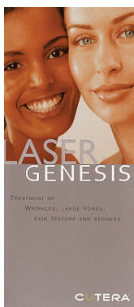
IPL to remove sun damage and redness from the face, hands, arms and legs.

Ask us today for a free consultation.

## COSMETIC SERVICES

**Our goal is to help you love the skin your in!**

To schedule a free cosmetic consult call: (504) 895-2147



### Cosmetic Services:

Microdermabrasion

Laser hair removal

IPL

Skin Tightening

Laser Genesis

Varicose Vein Therapy

Acne facials

Anti aging facial

Glytone peels

Back acne treatments

Fraxel Re-Store

*All services are performed within the doctor's office under the supervision of the dermatologist by a licensed esthetician..*



Visit us on the web at [mdclaiborne.com](http://mdclaiborne.com)



Two convenient locations:

1477 Louisiana Avenue—New Orleans

5740 Citrus Blvd—Harahan



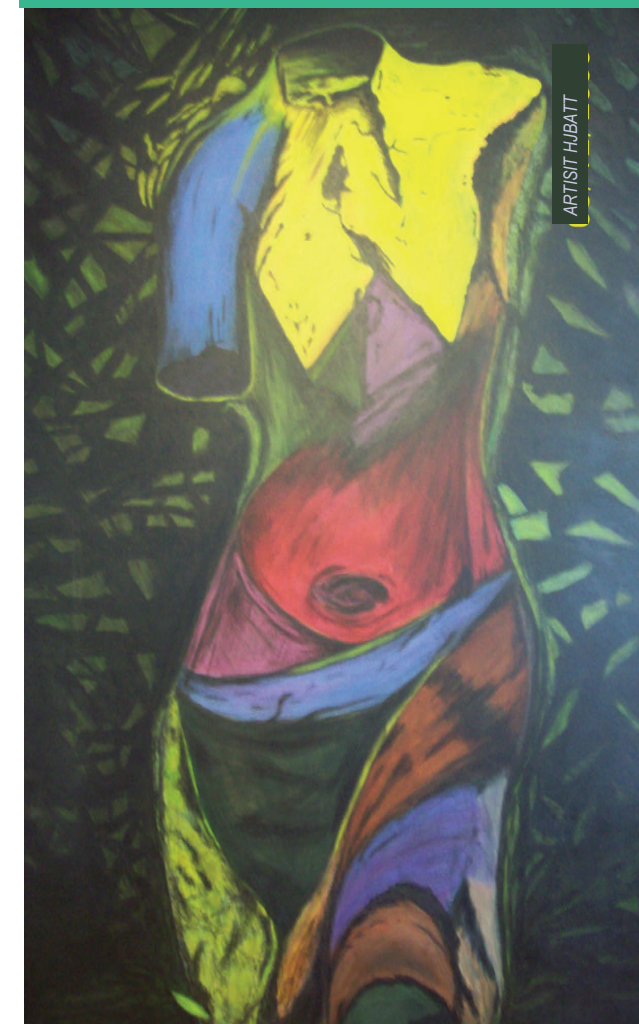
We carry the following product lines:

OBAGI, KINERASE, CELLEX C, GLYTONE, TI SILC, VANICREAM AND AVENE®.



M.D. CLAIBORNE & ASSOCIATES, L.L.C.

DERMATOLOGY SPECIALISTS



WELCOME  
BROCHURE

PROUD MEMBER OF:



# WE ARE GLAD YOU CHOOSE US FOR YOUR SKIN CARE NEEDS!

## OFFICE POLICIES

### Welcome to M.D. Claiborne & Associates!

Here at MD Claiborne, we realize how important your skin care health is to you. We take what we do seriously and it shows in our attitude. Our staff are highly trained to help make your visit here today a pleasant experience. From the time you check in to the time you check out, you will be treated with the respect and dignity that you deserve. Our focus will be on you. We ask for the same courtesy. As you read on, we have listed a few of our "respect" rules. Please take a moment to review these. Should you have any concerns about the information listed, the receptionist will be more than happy to answer any questions you might have.

Once again, thank you for choosing us for your skin care needs.

With kindest regards,

M.D. Claiborne & Associates, L.L.C.



### CONTACT INFORMATION:

LOUISIANA AVE OFFICE

TELE: (504) 895-4339

FAX: (504) 899-1379

ELMWOOD OFFICE:

TELE: (504) 818-0909

### Appointments/Cancellations:

All patients are seen by appointment. We respect the fact that our patients have busy schedules and we strive to ensure that clinics run on time. Usually appointments can be given within the same week as a request. Our staff members are eager to accommodate your schedule. We ask that you be prompt or a few minutes early for your appointment. We respect and understand that your time is as valuable as ours. If you are going to be more than 10 minutes late, (excluding for reasons other than bad weather) we ask that you call to reschedule, as not to inconvenience other patients. Emergencies are given priority and are seen the same day. When calling with an emergency, you will be directed to the nurse for triage. If you must cancel your appointment, we kindly ask that you contact us as soon as possible so that other patients may have access to your time slot. If you do not call or show for your appointment more than twice, we will ask that you find another dermatologist to meet your needs.

### HIPPA:

We adhere to all HIPPA guidelines as set forth by the federal government. For more information on HIPPA, brochures are available in our office for your review.

### Medical Records:

You are entitled to a copy of your medical record at any time you should choose. We will process your request upon receipt of a signed release form. This form can be obtained from our office. A state or federal picture id must accompany all request. The cost of medical records is free to our patients. Request are processed in the order they are received and done once a week.

### Copays/Insurance/Account Balances:

Co payments and any outstanding balances are due at the

time of your visit. For your convenience we accept all major credit cards, a personal check, money order and cash. (Please note that we use the Telecheck Electronic Payment System) Any charges for your visit will be filed to your carrier listed in your chart. Any balance that your carrier states is your responsibility will be billed to you. You will receive a maximum of two statements 30 days apart. We make every effort to work with our patients on their accounts and offer payment plans that are reasonable and fair to both you and our office. Our billing specialist is available to answer any of your questions. The billing office can be reached at (504) 895-4939.

### Referrals

If your carrier requires a referral or authorization prior to your visit, it is your responsibility to obtain it from your carrier or primary doctor. This office does not employ a referral liaison.

### Potential Skin Cancers/Biopsy Results:

If there is any lesion that is suspicious, a biopsy may be performed at the discretion of the doctor with your agreement. All specimen (s) are sent to an outside lab for examination and diagnosing. If you are insured, the lab that is listed on your health plan will be chosen. You will receive a separate bill from the laboratory for the processing of any specimen (s). Once a report is received and reviewed by the doctor, the medical department will contact you with the results and recommendation for any needed treatment. Those reports that come back positive for cancer are given first priority. Results are usually reported to you within 3 to 4 days based on receipt of information from the lab.

### Medication/Refills:

At times it may be necessary for the doctor to prescribe a medication during your treatment. These medications are deemed to be in the best interest of your care. We try to be sensitive to your financial circumstances in regards to this. If you have a financial problem with any medication that is ordered for you, please con-

tact the nursing department at (504) 895-4339, so that the doctor may review and offer a comparable choice of medication for you. There may be situations when a refill is needed. Refills should be requested from your pharmacy. Your pharmacy should fax a request to this office. **We do not accept verbal request for refills on medication.** You must contact your pharmacy and have them fax a request to (504) 899-1379. The refills will be addressed in the order they are received with emergencies given first priority.

### Cosmetic Services:

Any treatment that is rendered by the Esthetician is considered "cosmetic" in nature. These service are due in full at the time they are performed. We stand behind our work and if you are not 100% satisfied with our services or products, please contact the office manager, who will readily listen and offer an acceptable solution to your problem.

### Cell Phones:

All cell phones must be put on silence once you are in the office. We will give you our full attention during your visit here. We ask that you do the same.

### WE ACCEPT THE FOLLOWING INSURANCES:

AETNA, AMERICAN LIFECARE, BLUE CROSS, CIGNA, COVENTRY, GILSBAR, GEHA, GREAT WEST, HUMANA, MEDICARE, PHCS, PPOPLUS, RAILROAD MEDICARE, STATE GROUP BENEFITS, TENET, TRICARE, UNITED HEALTHCARE.

IF YOU DON'T SEE YOUR CARRIER LISTED, CALL (504) 895-3949 TO INQUIRE IF WE ARE ON YOUR PLAN.