

WELCOME TO OUR PRACTICE

Holly Fritch M.D. is a graduate of the University of Oklahoma, Vassar College, and Yale University School of Medicine. Post graduate residencies in internal medicine and dermatology followed at the University of Kansas Medical Center. She is board certified by both the American Board of Internal Medicine and the American Board of Dermatology. She is a Fellow of the American Academy of Dermatology and Society for Dermatologic Surgery, Inc. Dr. Fritch was the President of the Kansas City Dermatological Society 1991-1992; was the Vice President 1990-1991; and was the Secretary-Treasurer 1989-1990. From 1994-1995 Dr. Fritch was the Kansas Dermatological Society President. She is a long-term member of the American Academy of Dermatology's Advisory Board and has served as its Vice-Chair (2016-2020). Dr. Fritch is a past member of the American Academy of Dermatology's Committee of Government and Private Reimbursement, and a past member of the Task Force to Evaluate Health Care Reform Issues. Dr. Fritch is also the Vice-Chair of Dermatology for the National Physicians Council for Health Care Policy. On a personal nonprofessional note, she enjoys history, especially ancient history and archeology.

DOCTOR-PATIENT RELATIONS

These are best when based on mutual understanding and respect. We make a special effort to explain everything to you regarding your condition, medicines, and treatment. If you have questions, or if something is not clear to you, do not hesitate to ask. Our personnel, office procedures, and medical equipment have been chosen with much thought and care to provide quality medical services in a pleasant, efficient, and friendly atmosphere. If you have any suggestions regarding our services or fees, please tell us so we may better serve you.

APPOINTMENTS

Office hours are by appointment. Appointments can be made from **9AM to 5PM** Monday-Friday. Please call **913-41-3030**. We will schedule you at the first available opening. If you have an urgent problem, please ask to be put on a list to be called. In case of emergency, please briefly explain your problem to the receptionist and we will work you in. Minor surgery (warts, skin tags, etc) are usually done at the time of examination. More extensive procedures may require rescheduling. The most common cause for delay is patient tardiness. A patient who arrives 10 minutes late will make all succeeding people delayed as well. Please make every effort to be on time. If you arrive late, we may need to reschedule you rather than delay the succeeding patients. We try our best to stay on schedule and yet give each of you a thorough unhurried examination and an opportunity to have your questions answered. Sometimes an emergency arises which puts us behind schedule. If you have to wait, we ask you patience and understanding. These delays are not caused by deliberate over scheduling or because we lack an awareness of the value of your time. Please feel free to ask the receptionist how we are adhering to the schedule. If you cannot wait, we will be happy to reschedule your examination and apologize for your inconvenience.

CANCELLING AN APPOINTMENT

If you are unable to keep your appointment, please call our office as soon as possible. This courtesy allows us to be of service to other patients. Please be on time. A charge will be made for repeated broken appointments.

INSURANCE

Doctors set their fees, but in reality, these are price fixed by the government and insurance companies. If you have multiple billing codes (such as removal of a mole and removal of skin tags), due to the complexity of reimbursement, you will see additional deductions. At the time of your visit you will be asked to pay your co-pay and we will file your claim. If you do not belong to one of the participating insurance plans we will file your claim and ask that you pay at the time of service with cash or check. If you feel the insurance company may be responding inappropriately, do let us know. As an example, in January of 1991, one insurance company decided that the removal of a changing potentially lethal mole, that was not a melanoma by pathology report, was "medically unnecessary". Although the appeal required the American Academy of Dermatology to intervene in the patient's behalf, this intrusion into your health care was rectified. You may have to protest to be treated fairly.

CONSULTATIONS

If you have been sent to us by another doctor, please include this on the questionnaire so we may report to him/her promptly, and please submit any referral letter or form. If the insurance company limits access to your dermatologist, and requires referral forms, YOU are responsible for obtaining these and making sure follow up visits are covered. The correct insurance information is important. Most insurance companies will not honor your claim after 180 days and in such circumstances, you will be the responsible party. If your insurance company denies coverage for any reason, YOU are responsible for your bill.

TELEPHONE CALLS

Please feel free to call our office if you have any questions. Our assistants are specially trained to answer your questions and arrange prescription refills, etc. If you need a refill, please call your pharmacist and ask the pharmacist to fax us a refill request. Our fax number is 913-451-3292. Prescriptions by State law are only valid for one year. Please plan to make a follow up appointment before your prescription expires. If it is necessary for you to speak to the physician, she will return your call as soon as conditions permit. If you have a question about your insurance or a bill, please ask for billing.