

# Carolina Skin Surgery Center Monthly Newsletter

May

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## Help Me Help You

By: Sandy Thompson

My name is Sandy. If you have been to the office before, we have probably met. I am the first person you see when you walk in the door. If we have not met, then I look forward to meeting you soon. I am happy to help anyone with anything, but I would like to share a few things that would make it easier for me to help you when you come in. I want to help make your visit as pleasant and efficient for you as possible. Look at the list below. Find the type of appointment that you are coming in for and you will see a list of exactly what you need to have. All of these forms are available on our website at [carolinaskinsurgery.com](http://carolinaskinsurgery.com). As always, I am here to help so please feel free to call the office with any questions. Our phone # is 704-295-0000.

- Are you a **new** patient coming in for **Mohs Surgery**? You will need:
  - Registration Form, "Welcome to Our Office" – should be filled out completely
  - Medical History (or you can enter this information into our portal – please call the Surgery Coordinator to discuss further)
  - Financial Policy – review and sign
  - Review and sign "To be Prepared for Mohs Surgery"
  - Review information in our Brochure or on our website about Mohs (this is to ensure your full understanding of the procedure)
  - Bring your insurance card(s) – I will need to scan these into your chart.
  - Make sure you know what you will owe the day of surgery (this is reviewed in our Financial Policy)
- Are you an **established** patient coming in for **Mohs surgery**? You will need:
  - *Of Note: According to insurance guidelines, if you have not been seen at this practice in the last 3 years, then you are considered a new patient. You will need to follow new patient instructions.*  
\*\*\*
  - Medical History (or you can enter this information into our portal – please call the Surgery Coordinator to discuss further)
    - Unless you have been seen in the past month or so, this needs to be done every time you come in. This is very important information that we need to make sure is 100% accurate.
  - Review and sign "To be Prepared for Mohs Surgery"
  - Make sure you know what you will owe the day of surgery (this is reviewed in our Financial Policy)
- Are you a **new** patient coming in for an **Excision**? You will need:
  - Registration Form, "Welcome to Our Office" – should be filled out completely
  - Medical History (or you can enter this information into our portal – please call the Surgery Coordinator to discuss further)

- Financial Policy – review and sign
- Review and sign “To be Prepared for an Excision”
- Review information in our Brochure or on our website about Excisions (this is to ensure your full understanding of the procedure)
- Bring your insurance card(s) – I will need to scan these into your chart.
- Make sure you know what you will owe the day of surgery (this is reviewed in our Financial Policy)
- ALL other new patient visits, you will need:
  - Registration Form, “Welcome to Our Office” – should be filled out completely
  - Medical History (or you can enter this information into our online portal – please call the Surgery Coordinator to discuss further)
  - Financial Policy – review and sign
  - Bring your insurance card(s) – I will need to scan these into your chart.
  - Make sure you know what your co-pay amount is – this will be due at your appointment.
- ALL other established patient visits, you will need:
  - *Remember: According to insurance guidelines, if you have not been seen at this practice in the last 3 years, then you are considered a new patient. You will need to follow new patient instructions. \*\*\**
  - Medical History (or you can enter this information into our portal – please call the Surgery Coordinator to discuss further)
    - Unless you have been seen in the past month or so, this needs to be done every time you come in. This is very important information that we need to make sure is 100% accurate.
  - Bring your insurance card(s) – I will need to scan these into your chart.
  - Make sure you know what your co-pay amount is – this will be due at your appointment.

I know the list looks very long, but having these items ready will help me make your check-in process much more efficient and pleasant.

Thank you and I look forward to meeting you,

Sandy ☺

### *Announcements for May:*

- May 10 is Jackie’s birthday!
- May 11<sup>th</sup> is Mother’s Day!
- Monday, May 26<sup>th</sup> is Memorial Day. The office will be closed, but you can still reach the Provider on call if you have an emergency. Just call our main number 704-295-0000.
- May 31<sup>st</sup> is Ashley’s FOUR year anniversary! We are lucky to have her as a part of our team. Here’s to many more years! ☺

# CAROLINA SKIN SURGERY CENTER

*"Specializing in the treatment of skin cancer"*

## About Dr. Carruth:

Dr. Marc R. Carruth is the Director of Carolina Skin Surgery Center. Dr. Carruth received his M.D. degree from Duke University where he graduated with highest honors in 1993 and was inducted into the Alpha Omega Alpha Medical Honor Society. He was awarded a Howard Hughes Medical Institute fellowship at the National Institutes of Health.

Dr. Carruth completed his internship in Internal Medicine at Harvard, Brigham and Women's Hospital in Boston, Massachusetts and a Dermatology residency at Emory University in Atlanta, Georgia where he was chief resident. Dr. Carruth completed his Mohs Micrographic and Dermatologic Surgery fellowship at Baptist Hospital in Kansas City, MO.

Dr. Carruth is known for his personable bedside manner and has been providing excellent care to patients in the Charlotte region since 1997. He has performed thousands of Mohs micrographic procedures during his tenure.

## About Lisa Matuga, PA-C:

Lisa has been a Physician Assistant for over 6 years and has been providing excellent dermatologic care in the Charlotte area for over three years.

Lisa received her Master of Science in Medicine and graduated from the Physician Assistant Program at Western Michigan University in 2008. She has a passion for helping patients with their dermatological needs and we are very excited to have her as a part of our team.

## Meet the Staff:

Receptionist: Sandy - She always has a smile on her face and is willing to help with anything. Sandy has been with Dr. Carruth since April of 2010.

Billing: Cathy – Understanding health insurance can be overwhelming, but Cathy is always willing to call and verify benefits and then explain them to you as simply as possible. Cathy has been with Dr. Carruth since December of 2008.

Surgery Coordinator / Certified Medical Assistant: Ashley – She assists Dr. Carruth and Lisa Matuga, PA-C with procedures and also handles the surgery scheduling. If you have had Mohs surgery then you have probably spoken with her! Ashley has been with Dr. Carruth since May of 2011.

Lab Technician / Medical Assistant: Tara – She is the one who processes the tissue for Dr. Carruth to review under the microscope (Mohs surgery). She also assists Dr. Carruth and Lisa with procedures. She has been with Dr. Carruth since September of 2007.

Registered Medical Assistant / Lab Technician: Jackie – She assists Dr. Carruth and Lisa with procedures and also helps process the tissue in the lab. Jackie has been with Dr. Carruth since October of 2008.

Certified Surgical Technician: Cynthia – She assists Dr. Carruth and Lisa with procedures and has been with Dr. Carruth since September of 2009.

Medical Assistant / Surgery Coordinator: Chiffon – our newest member! Chiffon started with us in March of 2014. Chiffon is assisting Lisa Matuga, PA-C with patients and handles surgery scheduling. We are happy to have her on our team.

Office Manager: April has been with Dr. Carruth since August of 2006. Please let her know if you have any suggestions or comments – we encourage feedback and are always willing to learn.

**CAROLINA SKIN SURGERY CENTER**

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