



200 West Pearl Street • Findlay, Ohio 45840 • (419) 424-0380 • [www.bvma.com](http://www.bvma.com)

## **Welcome to the BVMA Dermatology Department!**

We are happy to have you here and look forward to assisting you with your skin concerns. We hope that the following information will help you to make your visit as productive and beneficial as possible.

It is important to us that we thoroughly address all concerns you may have with your skin. Depending on the number or complexity of these problems, we may need to schedule more than one visit in order to attend to each problem with the care and detail you deserve. As well, biopsies and surgeries are generally re-scheduled at an office visit in order to allow enough time to carefully prepare for and perform such procedures.

For your convenience, our office prescribes medications electronically. If there is a change in your pharmacy of choice, please let us know. For refill requests, we ask that you call your pharmacy directly, and they will electronically notify us of the refill request.

We occasionally have medical students following the physicians. If you prefer that the students not observe during your visit, please simply let us know.

For any testing performed in our dermatology department, it is very important to us that you are made aware of the results; regardless of whether or not they need further attention. If there is a change in your phone number due to travel, change in residence, etc., please let us know so that we can notify you of your results. If you have not heard about testing results within 2 weeks of the test being performed, please contact us.

Finally, we want you to have the best possible experience here. If you have any questions or concerns, we welcome the opportunity to address these. Please complete our online survey at [www.bvma.com](http://www.bvma.com) (which is also available in hard copy form at our registration desk); or give us a call with any suggestions for improvement.

Thank you for choosing to be our patient!

Sincerely,

*Michael Cairns, M.D.*  
*Kelly N. Koenig, M.D.*  
*Chase Scarbrough, D.O.*

*Belinda Ernst, PA-C*  
*Rebecca Scarbrough, CNP*