



Welcome!

First and foremost, we are pleased you have selected our office for your skincare needs. The staff at the Center for Excellence in Dermatology is committed to bringing you the most effective and contemporary treatments available by offering a wide range of services addressing a variety of skin types and conditions.

Dr. Hopp works with two Physician Assistants and six Nurse Practitioners. Every one of our providers have been trained in dermatology and bring years of healthcare experience ranging from the emergency room to family practice. They are all qualified to perform dermatological procedures (including minor surgery), and consult with one another and Dr. Hopp when necessary.

To better serve you, we've compiled a list of frequently asked questions that we hope may be of assistance to you!

Frequently Asked Questions

Q: Do you accept insurance?

A: YES! We are contracted with the following insurance companies:

- Asuris Northwest Health
- Anthem Blue Cross Blue Shield
- Premera Blue Cross
- First Choice Health
- LifeWise of Washington
- LifeWise Health Plan of Oregon
- Regence
- Uniform Medical Plan
- UnitedHealthcare
- Medicare

Q: Can I schedule an appointment if I don't have insurance or you do not take my insurance?

A: YES! You will be responsible for your balance in full within thirty days of your appointment, however, if you have insurance, we will courtesy bill your insurance and you will have to wait for any reimbursement from your insurance. We also offer interest-free payment plans if your balance exceeds \$100, which must be set-up through a checking, savings or card account on an automatic withdrawal basis until the balance on your account has been paid.

Q: Are you accepting new patients?

A: YES!

Q: Do you treat infants?

A: YES! We treat patients from birth on up!

Q: Does your office require referrals?

A: No, however some insurance companies may require a referral for coverage purposes. Please contact your insurance company to determine if they require a referral to be seen in our office.

Q: What types of skin conditions does your office treat?

A: Our medical office offers treatments for a wide variety of skin conditions and concerns including, but not limited to, the following:

- Skin Cancer
- Melanoma
- Eczema
- Psoriasis
- Contact Dermatitis including patch testing
- Rosacea
- Rashes
- Acne
- Shingles
- Herpes Zoster
- Warts
- Moles and Cysts
- Actinic Keratoses
- Sun damage / Hyperpigmentation
- Wrinkles
- Vascular and pigmented lesions
- Hyperhidrosis excessive sweating



Q: Does your office offer cosmetic services?

A: YES! Our “Skin Treatment Center” located on the 2nd floor of our building offers a variety of cosmetic procedures/products to enhance your skin:

- **Lasers** (Fraxel, Diolite, Pulsed Dye, IPL, Excimer and Laser Hair Removal)
- **Injectables and Fillers** (Botox and Juvederm)
- **Ultherapy**
- **CoolSculpting by Zeltiq**
- **Facials, Chemical Peels and Acne Extractions**
- **Microdermabrasion**
- **PCA Skin**
- **Jane Iredale Mineral Cosmetics**
- **Dermalogica**

Q: Does your office offer cosmetic consultations?

A: YES! We offer a complimentary complexion analysis (VISIA) for patients interested in learning more about their skin and treatment options for optimal rejuvenation.

Q: Who will I be scheduled with?

A: Dr. Hopp’s schedule is generally reserved for skin cancer surgeries which, because of their critical nature, take priority. It is usually easier to schedule initial/non-surgical appointments with one of his associate medical providers because of how far out his schedule is booked. When we book a non-surgical appointment with Dr. Hopp, there’s a chance the patient may get bumped and rescheduled with an associate if there’s a cancer surgery that needs to be done right away.

Q: What is an ARNP and a PA-C?

A: **ARNP** stands for **Advanced Registered Nurse Practitioner**. ARNP’s are highly educated and can perform many of the same procedures as an M.D.: Writing prescriptions, interpreting labs and performing minor surgical procedures. They are required to participate in ongoing education and are actually licensed to open their own practice in the state of Washington. ARNP’s earn their state license after successfully passing their board certifications and are not required to take their boards again.

PA-C stands for **Physician Assistant-Certified**. PA-C’s are also highly educated and can perform many of the same procedures as an M.D.: Writing prescriptions, interpreting labs and performing minor surgical procedures. They are also required to participate in ongoing education, however, they must practice medicine as delegated by and with the supervision of a physician. PA-C’s earn their state license after successfully passing their board certifications and are required to retake their board certification exam every six years to keep their national certification.

Q: When is your next available appointment?

A: Our office is open Monday-Friday and we offer appointment times to accommodate most schedules. Our office is usually scheduled four to six weeks out for medical appointments and one to two weeks for cosmetic appointments. We may be able to get you in sooner if we have a cancellation or we can add you to our waiting list. We also offer two **stand-by appointments*** daily, Monday-Thursday, if you’re able to wait for an extended period of time for an opening to become available.

**NOTE: Our stand-by schedule is reserved for patients with urgent issues and may require waiting for hours prior to being seen.*

If you have any additional questions that were not addressed here, or you are interested in scheduling an appointment, please do not hesitate to contact our office!

Regards,

Dr. Robert B. Hopp & Associates