



DEPARTMENT OF THE ARMY  
LANDSTUHL REGIONAL MEDICAL CENTER  
Unit 33100  
APO AE 09180-3100

MCEU-LDM-DS

20 August 2024

MEMORANDUM FOR RECORD

SUBJECT: Dermatology Clinic Cosmetic Policy

1. REFERENCE: Landstuhl Regional Medical Center Policy Letter 61, Appointment Cancellations, Deletions, Late Patients, No-Shows, and Wrong Day Appointments.

2. PURPOSE: The purpose of this memorandum is to prescribe standards for the scheduling, attendance and punctuality of the patients seeking cosmetic services of the Dermatology clinic.

3. APPLICABILITY: This policy applies to all patients of the Dermatology clinic regardless of rank, position, affiliation, or status.

4. POLICY: The Dermatology clinic is committed to providing quality care to our patients. To ensure efficient utilization of our resources and to accommodate the needs of all patients, it is imperative that patients comply with the guidance listed herein. Criteria and repercussions for patients identified as non-compliant are delineated below.

- a. Access to Care: To maximize access to care, the Dermatology clinic prioritizes the scheduling of medically indicated cases. As a result, the clinic offers **no** guarantees on the availability of cosmetic appointments and will book all cosmetics on a space available basis.
- b. Appointments: All patients seeking cosmetic treatments will be placed on a waitlist managed internally by the clinic. Patients may self-refer for all cosmetic procedures. Patients will be scheduled in order of application IAW the clinic wait list. Applications for the waitlist will be cut off 90 days prior to the start of the fiscal year. Additionally, the waitlist will be reset at the start of every fiscal year. Appointments must be scheduled and attended in the following sequence:
  - (1) Initial appointment: The first appointment will be a consultation to determine candidacy for requested treatment options. Once a treatment path is determined, patients will sign a Statement of Understanding acknowledging their comprehension of this policy.
  - (2) Procedure appointments: Patients are authorized three minor and one major procedure per fiscal year. Minor procedure appointments may be grouped

together for time efficiency. Consolidating appointments will **not** increase yearly treatment limitations.

- (3) Follow-up: All patients **must** schedule and attend a follow up appointment to assess the efficacy of the treatments provided. Patients who do not comply with this requirement will be barred from further cosmetic treatments indefinitely.

c. Punctuality:

- (1) Tardiness: A late patient is defined as someone who arrives more than 10 minutes after their scheduled appointment time. Late patients scheduled for a cosmetic appointment will not be seen and will be moved to the bottom of the waitlist.
- (2) No-show: A no-show is defined as a patient who has an appointment who neither used the appointment, nor notifies the clinic of their inability to keep their appointment. Patients identified as a no-show for cosmetic appointments will have their appointment cancelled and be barred from further cosmetic treatments indefinitely.

d. Services: Dermatology currently offers the following aesthetic modalities:

- (1) Botox injections (minor)
- (2) Filler injections (minor)
- (3) PRP injections (minor)
- (4) Chemical peels (minor)
- (5) Microneedling (minor)
- (6) Sclerotherapy (minor)
- (7) Scar removal/reduction/revision (minor or major)
- (8) Laser resurfacing (major)

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5. The point of contact for this memorandum is the undersigned at [ford.m.lannan@health.mil](mailto:ford.m.lannan@health.mil) or DSN: 590-4197.

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