

UDC physicians perform comprehensive dermatological treatment of the hair, skin and nails. Our physicians are also trained in Moh's Surgery which is a specialty surgery to treat skin cancer.

Each patient has a choice to be seen by two physicians, Dr. Alexander Zemtsov or Dr. Lisa Wilson. The physicians also have a Physician Assistant, Laine Elam, who will assist them with the care of patients.

Office Hours and Locations

UDC's main office has been located in Muncie, IN for 10 years and extended to Richmond, IN in 1999. Our staff and Physicians also travel all over East Central Indiana and Western Ohio to see their patients which makes it convenient so the patients do not have to travel to see a dermatologist. Our schedule is listed below.

To Schedule an appointment for the following locations call: 747-6090 or 800-450-4548

Muncie	Monday – Friday	8:00 – 5:00
New Castle	1 Monday per month	
Portland	1 Monday per month	
Winchester	1 Tuesday and Friday per month	
Rushville	1 Tuesday per month	
Elwood	1 Tuesday per month	
Connersville	2 Fridays per month	
Greenville, OH	3 Thursdays per month	
Richmond	Monday – Friday	

Hartford City To Schedule for Hartford City, please call 765-331-2123

Hartford City 1 Monday per month

UDC Website

Visit us at www.udcin.com to learn more about our physicians and our practice. Learn about all of our services from medical to cosmetic. There are maps to help locate our offices. You can also contact most of our staff by email through our website.

Scheduling Appointments

Our Physicians see patients by appointment only. Our office does not require a referral but if your insurance requires a referral then you are responsible for obtaining that referral prior to your visit. Our dermatologists are specialists and are in high demand therefore they may be booked weeks in advance. If the problem that arises is considered serious then we will try to get you in as soon as possible.

UDC employs a Physician Assistant that we utilize to help with the overwhelming number of patients that the doctors must see. Our Physician Assistant is similar to a physician and has been trained in dermatology so that she can work side by side with our dermatologist.

Office Staff

UDC has an assigned team of medical assistants for each physician. They are there to answer any questions that you may have. They will assist the physicians with numbing patients and during surgeries.

UDC also has a team of receptionists that have been trained to schedule appointments. They cannot help with any medical treatment questions therefore you will need to speak with one of the medical assistants.

UDC has a billing specialist assigned for each physician. When calling the billing department be sure to choose the billing specialist assigned to your physician.

Laboratory Policies

UDC owns its own laboratory therefore any specimens removed during your visit will be processed at our laboratory. Dr. Alexander Zemtsov is a certified Dermatopathologist and is the supervising physician of our laboratory. If your insurance requires your specimen to be sent to another laboratory please inform the physician or staff at the time of service. It is a law that any tissue removed from a patient should be sent for lab testing unless the patient declines the tests.

There are separate charges for the testing of a specimen that are not included in the surgical billings.

UDC Billing

If you have insurance, UDC will file your claims as a courtesy to our patients. We will make every effort to obtain payment from your insurance company for your services. If we are unable to collect from your insurance company we will notify the patient of the reason and will expect payment in full for services rendered. Occasionally an insurance company will need further information from you.

If you have a co-payment then it is due at the time of service. For your convenience we do accept Visa and Mastercard.

If you have any questions, feel free to call our billing department at 765-286-8148.

After Hours, Holidays and Weekends

If problems arise during these situations, we do have a physician on call for emergencies only. If you feel that you have an emergency, please call our main office number at 765-747-6090. Our answering service will contact the physician on call and they will call you as soon as they can.

Our office is eager to please our patients and accepts all feedback from our patients. This is why we have included a patient survey that we would like for you to fill out and return to us after your appointment. Thank you for your advise and comments.