



### **Scheduling/Cancellation/No Show Policy**

The below policies help to insure that we are able to continue to provide the best care to all of our patients. We value you.

#### **Cancellation/Reschedule fees: MEDICAL**

- We request 24 business hours notice for cancellation or rescheduling of medical appointments.
- Medical cancellation/reschedule fee: \$50

#### **Cancellation/Reschedule fees: SURGERY**

- We request 48 business hours notice for cancellation or rescheduling of surgery appointments.
- Surgery cancellation/reschedule fee: \$150

#### **Cancellation/Reschedule fees: COSMETIC**

- Our providers reserve time for these appointments so we can provide you with the highest quality service possible. Because of the excessive time blocks these appointments create, we require 48 business hours notice for cancellation or rescheduling of these appointments (with the exception of CoolSculpting, which requires 72 hours notice.)
- Cosmetic cancellation/reschedule fee: \$150

#### **Deposits:**

- A \$150 deposit is due at time of booking for ALL cosmetic procedures.
- A 50% deposit is due at time of booking for ALL CoolSculpting procedures.

#### **No Show Fees:**

- Medical: patient will be billed \$50
- Surgery: patient will be billed \$150
- Cosmetic: patient will be billed \$150

#### **Late:**

- Patients should arrive 15 minutes prior to their designated appointment time. This allows adequate time for the check in process and any updated paperwork to be completed.
- Patients who arrive late to their designated appointment time may be required to wait OR may be asked to reschedule and may incur a no show fee.
- Patients who decide on the day of their cosmetic procedure not to have the procedure that day will forfeit their deposit.

**Cosmetic Consultations: Aesthetician**

- New and existing patients get one free cosmetic consultation with our Aesthetician.
- Any consultations after require a \$100 consultation fee.

**Certified letter for biopsy results that need follow up:**

- We will attempt to contact you three times in regards to your biopsy results that require a follow up. If you fail to respond (or fail to schedule your follow up) and we need to send a certified letter, you will be charged a \$50 fee.

**Forms of Payment:**

- Cash and Credit card can be used for ANY payments
- Checks:
  - We do NOT accept personal checks greater than \$500
  - We do NOT accept personal checks for Cosmetic procedures or products

Thank you for being a patient with us!

