



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. We require 48 business hours notice for cancellation or rescheduling of these appointments (CoolSculpting requires 72 hours notice.)
- Cosmetic cancellation/reschedule fee: \$150

PLEASE NOTE:

- Our confirmations are sent via text message. Patients who opt out of our texts will not receive a reminder.
- It is the patients responsibility to remember their appointment times. Cancellation fees will not be waived due to a patient not receiving a reminder.
- Patients are responsible for making sure their insurance is active. Patients who arrive with inactive insurance will be rescheduled and subject to a possible cancellation fee.
- Patients are responsible for acquiring the needed referrals depending on their insurance. Patients who arrive without a referral may be rescheduled and are subject to a possible cancellation fee.
- Patients are responsible to pay their co-pay prior to being seen. If patient is not prepared to pay their co-pay, they will be rescheduled and are subject to a possible cancellation fee.

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!

