



Scheduling/ Late 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. Please take a moment to review our Cancellation Policy.

Please note:

- Any patient who cancels/reschedules their appointment within the noted time frames below OR arrives more than 15 minutes after their scheduled time and cannot be worked into the schedule will be considered a “same day cancellation”.
- Patients are subject to a cancellation/no show fee beginning on the second offense.
- Any patient with three or more no-shows in a calendar year may be dismissed.
- Patients with multiple same day visit cancellations in a calendar year may be dismissed.
- No show and cancellation fees will be billed directly to you, and not the insurance company, and payment is due before you may schedule your next visit.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment or give us advanced notice. If you incurred a fee because of such an emergency, please contact our office and request to speak to our Office Manager, to discuss your situation further.

No Show/Late Cancellation/Reschedule fees: MEDICAL

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

No Show/Late Cancellation/Reschedule fees: SURGERY

- We request 72 business hours notice for cancellation or rescheduling of surgery appointments.
- Surgery cancellation/reschedule fee: \$150

No Show/Late 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 copay 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 OR a credit card on file is due at time of booking for ALL cosmetic procedures.
- A 50% deposit OR a credit card on file is due at time of booking for ALL CoolSculpting procedures.

No Show/Late Cancellation Fees:

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

Late Fee:

- 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 or incur a \$150 cancellation fee.

Cosmetic Consultations: Aesthetician

- New and existing patients get one free cosmetic consultation with our Aesthetician.
- No Show/Late Cancellation/Late Reschedule will result in a possible forfeiture of free consultation OR a cancellation fee of \$50 will be billed.
- Any consultations after require a \$150 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!

