

## Cosmetic Surgery and Cosmetic Services – Consultations Appointments / Service Appointments

In order to provide the best possible service, Facial Plastic Surgery wants to make you aware of several policies all prospective and current patients must follow. Please read the following policies before scheduling your consultation to avoid confusion. Thank you.

### Identifiable Information:

As a medical office, Facial Plastic Surgery collects the following medical chart information from all prospective patients before booking a consultation appointment:

- Full name
- Date of birth
- Residential Address
- Valid phone number

### Communications with the office:

- Communications with the office are via phone, email or regular mail correspondence. Please note that our emails are not encrypted.

### Appointments:

- Appointment reminders are via text messages to your smart phone, only.
- At this time, we are not set-up to send email appointment reminders.

### Consultations:

- There is a \$100.00 consultation fee charged to discuss your concerns and goals with Dr. Szachowicz. Should you decide to have a surgical procedure, a Fraxel laser skin re-surfacing treatment or a medical injection service with the doctor, the \$100.00 will be discounted pre-tax, from your first service.
- With notification that meets our advance 48-hour notice requirement, the INITIAL cosmetic consultation can be rescheduled **one time**.
- We reserve the right not to reschedule an **INITIAL** cosmetic consultation for anyone with a no-show appointment.

### Cancellation / Rescheduling Policy:

Facial Plastic Surgery expects that you will keep your appointment date and time as scheduled. If you need to reschedule/cancel an appointment, we require an advance 48-hour notice. **Exceptions:**

- If you are scheduled to be seen on a Monday, you must reschedule/cancel your appointment no later than noon on Thursday of the previous week.
- If you are scheduled to be seen on a Tuesday, you need to reschedule/cancel your appointment no later than noon on Friday of the previous week.
- We reserve the right not to reschedule appointments for those patients of record giving short notice cancellations.

- If the office chooses to book further appointments, we will collect a non-refundable \$250 office fee before scheduling any future appointments.
  - The non-refundable \$250 office fee will be associated with one specific appointment date.
  - If you keep the appointment and receive a service, the non-refundable \$250 office fee will be applied to the charges for the day.
  - If you do not keep the appointment, you forfeit the \$250 non-refundable office fee.

**Insurance:**

- Cosmetic surgery and cosmetic services are elective and are not covered by health insurance. As such, Dr. Szachowicz does not accept any health insurance and is a non-participating physician with any medical insurance carrier and Medicare.
- An insurance contract is between the insurance company and the patient. The office can only give you a statement for services rendered. We are not able to process insurance claims for any medical insurance carrier or do evaluation exams for attorneys' accident/injury claims or workman's compensation.