

# Cosmetic Consultation Cancellation Policy

Effective 1/1/17

Heartland Plastic and Hand Surgery is committed to providing all of our patients with exceptional care. Part of that care is reserving a private consultation room for cosmetic patients 1-1.5 hours at a time. When a patient does not show to their appointment or cancels without giving enough notice, they prevent other patients from being seen. For this reason, we have implemented the following appointment/cancellation policy:

## Scheduling Fee

Our office policy stipulates that there is no initial charge for any consultation provided by Dr. Deisher or Dr. Humphrey given that you show up for the appointment at the appointed time. Our office policy does require a credit card deposit of \$100.00 in order to hold the scheduled appointment date and time. The deposit is 100% guaranteed and refundable to the patient at the time of the visit. Our office will send an appointment reminder text message 2-5 days prior to the scheduled consultation.

- The credit card that was used for the scheduling fee must be presented at the consultation so that a refund can be issued.
- If a check was used to reserve the room, the non-cashed check will be returned to the patient.

## No-Show/Late Arrival

We ask that you notify us at least 24 hours in advance if you are unable to keep your appointment in order to have your \$100 scheduling fee refunded.

- If the patient arrives more than 15 minutes late for their appointment time, a decision will be made by the physician if time allows for you to still be seen or if you will have to reschedule. If rescheduling is necessary, another \$100 scheduling deposit will need to be collected.

**ALL SCHEDULING FEES WILL BE DEDUCTED OFF THE PRICE OF THE SURGERY SHOULD THE PATIENT DECIDE TO SCHEDULE A SURGERY WITHIN 6 MONTHS FOLLOWING THEIR CONSULTATION.**