

## GENERAL FINANCIAL INFORMATION

### CONSULTATION DEPOSIT

#### NON-REFUNDABLE LESS THAN 48 HOURS BEFORE APPOINTMENT

To secure an appointment with Dr. Hasen or his Physician Assistant, a deposit must be made in advance. The consultation deposit is non-refundable if the patient cancels less than 48 hours before the scheduled consultation.

### APPOINTMENT CONFIRMATION

#### MISSED APPOINTMENTS ARE SUBJECT TO FEES

Aesthetic Plastic Surgery & Med Spa of Naples is committed to providing all our patients with exceptional care. When a patient cancels an appointment without giving enough notice, they prevent another patient from being seen. Appointments with Dr. Hasen, please call us at (239) 262-5662 forty-eight (48) hours prior to your scheduled appointment to notify us of any changes or cancellations. If prior notification is not given, you will be charged \$250 for the missed appointment.

For appointments with all other providers, please notify us twenty-four (24) hours prior to your scheduled appointment to notify us of any changes or cancellations. If prior notification is not given, you will be charged \$50 for the missed appointment.

Repetitive cancellations or no-shows by a patient is grounds for termination from the practice.

### SURGERY AND OFFICE PROCEDURES

**PAYMENTS** As patients approach surgery and in-office procedures, they frequently need information about the various payment options and have questions about their potential insurance benefits. We hope the following information will be helpful. Our practice administrator is readily available to meet with you personally to provide the specific information you desire.

### PAYMENT OF BALANCE

- **DEPOSIT AND WHEN PAYMENT IS DUE** To schedule and hold a cosmetic surgery date or an office procedure date, a **nonrefundable \$250.00 to 500.00 deposit** is required for in-office procedures like AccuTite, FaceTite, Votiva, Ulthera, Total FX, IPL, CoolSculpting by ZELTIQ, EmSculpt, Aspen After Surgery, Sculptra and mole excision. For cosmetic surgical procedures, a **nonrefundable deposit of 20%** of the total surgery cost is required to hold a surgery date. Deposits not applied to the proposed procedure(s) within 1 year will be forfeited. We do not accept financing for this portion of the surgical fee. This amount is deducted from the total surgery fee. Payment for your procedure by any payment method is due in full **14 business days** prior to your surgery date. This may coincide with your preoperative appointment. We

provide several payment options which may be used individually or combined according to your needs.

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- **PAYMENT OPTIONS** We accept cash or credit only, No checks of any kind are accepted. Cash payments may receive a 5% discount. Credit options include Debit Card, Visa, MasterCard, Discover and American Express.
- **OPTIONAL FINANCING PLANS:** We also work with third party patient financing plans for which you must apply ahead of time.  
To apply for financing, we provide these options:
  - CareCredit: (800) 677-0718 or [www.CareCredit.com](http://www.CareCredit.com)
  - Alphaeon Credit: [www.alphaeon.com/credit](http://www.alphaeon.com/credit)
  - PatientFi: [www.patientfi.com](http://www.patientfi.com)

**\*\*All discounts, incentives or promotions cannot be applied when financing any portion of the surgical balance.\*\***

## INSURANCE COVERAGE

Most aesthetic surgery procedures are considered elective and are not covered by insurance. Additionally, our practice does not participate as a member of any insurance plan or program including Medicare and Medicaid.

## REFUNDS

Once services are rendered or products sold, there are no refunds. Surgery and nonsurgical procedures come with no warranty (guaranteed or implied) of any certain result. Perceived lack of improvement in one's condition does not translate into or equal any type of refund.

## RESCHEDULING AND CANCELLATION POLICY

We understand that a situation may arise that could force you to reschedule, postpone or cancel your surgery or procedure. Please understand that such changes affect not only your surgeon and anesthetist, but other patients as well. We appreciate your courtesy.

- Due to the necessary time and inconvenience, a **\$100 fee** will be added to the total surgery or procedure cost (and an additional \$100 fee will be added to the anesthesia cost, if applicable) if the surgery or procedure is rescheduled by the patient more than 2 weeks from the procedure or surgery date.
- If you cancel an in-office procedure with less than twenty-four (24) hour notice (e.g. AccuTite, FaceTite, Votiva, Ulthera, ExcelV, Total FX, IPL, CoolSculpting by ZELTIQ,

EmSculpt, Aspen After Surgery, Sculptra and mole excision, etc.), we will withhold the **\$500 nonrefundable deposit**.

- If you reschedule or cancel your surgery more than 15 days in advance, we will refund all deposited monies **except for the original 20% nonrefundable deposit**, which will be applied to the payment for your rescheduled surgery or procedure or reused for processing fees if you have not rescheduled within 90 days. In addition, \$100 will be kept for anesthesia, as above.
- If you reschedule or cancel your surgery or procedure within 2 weeks without an approved medically acceptable reason, submitted in writing and acceptable to the practice, **75% of the overall surgical fee** is forfeited and **\$800 fee for anesthesia** is also forfeited for the anesthetist's inconvenience.
- While this may appear to be a charge for services which were not provided, this fee is necessary to reserve time in the OR and in the practice, which are done when you schedule.
- We will also withhold 5% if you paid with a credit card for processing fees we are charged by these companies. There will be no refund for skin care packages.

### PRE-OP TESTING REQUIREMENTS

- Pre-operative testing must be done within 30 days of surgery.
- Results from **pre-operative testing must be received by our office 2 weeks prior to your surgery date**. If not received, it will be as if you have cancelled your surgery 2 weeks prior to surgery without an approved medically acceptable reason, submitted in writing and acceptable to the practice. **75% of the overall surgical fee** is forfeited and **\$800 fee for anesthesia** is also forfeited for the anesthetist's inconvenience.

If you have any questions or need assistance with financial matters, please ask us to help you.

**THIS IS YOUR COPY ONLY, ORIGINAL SIGNED ELECTRONICALLY IN THE OFFICE**

www.DrHasen.com

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**KENT V. HASEN, M.D., P.A.**

AESTHETIC PLASTIC SURGERY & MED SPA OF NAPLES

BOARD CERTIFIED PLASTIC SURGEON

