

Office Policies

Missed/Cancellation Policy: If you are unable to keep your appointment please notify our office at least 24 hours in advance. Failure to provide 24 hour notice will result in a \$30 no-show fee, which will need to be collected prior to rescheduling to the extent permitted by law or applicable payor contracts. If the appointment in question is a surgical visit (Excision or Mohs) the fee associated with this type of visit is \$250, which will need to be collected prior to rescheduling. No-show charges are not billable to your insurance.

Past due/Bad Debt: Any past due or bad debt on your account will be required to be collected or will need to have a payment plan set in place (available through the billing department) prior to scheduling any future appointments.

Cosmetic Consultation: All cosmetic consultations with Dr. Friedrichs will require \$100 deposit due at the time of scheduling an appointment. This deposit will be applied and deducted from the total cost of your cosmetic services. If you miss your appointment or decide not to move forward with the cosmetic service, the fee is non-refundable.

Cosmetic Cancellations: Any treatment may be cancelled and rescheduled without penalty with a minimum of 24 hours of advanced notice. We regret to advise that with less than 24 hours' notice, a fee of \$100 per hour of treatment time that your procedure was scheduled for will be charged.

Failure to show up for an appointment without notice will result in a no show fee and 50% of the cost of your treatment being charged. Cancellations must be done by telephone and will not be acknowledged by email or text.

Tardiness: Adequate time is scheduled in order to perform your treatments safely and effectively. We strongly encourage you to give our office an advanced notice that you are running late and we will do our best to accommodate. In the event of an extremely tardy arrival, our staff may need to reschedule your appointment to allow enough time for your treatment, in which case a late fee of \$30 will be applied.

Cosmetic Services-Payment method: Cash and all major credit cards including Care Credit are acceptable payment methods for cosmetic services (Botox, Dysport and Dermal Fillers). Checks will not be accepted as a form of payment for cosmetic services. In the event there are extenuating circumstances that result in a no show the clinic may make a determination to waive the no-show fee upon proof of same.

Print Name

Date of Birth

Signature of patient or guardian

Today's Date