

List all previous operations or major illness: _____

List any other important medical information: _____

Are you pregnant? _____ Are you nursing? _____

Do you drink caffeinated beverages? _____ How many cups per day? _____

Do you have a history of (circle correct answer):

Heart trouble	Yes	No	
Diabetes	Yes	No	
Pulmonary trouble	Yes	No	
Positive HIV/AIDS	Yes	No	
Thyroid trouble	Yes	No	
High blood pressure	Yes	No	
Bleeding problems	Yes	No	
Hepatitis	Yes	No	
Do you smoke cigarettes	Yes	No	
Use Accutane or other similar medication	Yes	No	
Use of blood thinners	Yes	No	
Use of light sensitive medication	Yes	No	
Use of Retin-A or Retinol	Yes	No	
Use of bleaching or skin lightening cream	Yes	No	
Neurotoxin or filler treatment	Yes	No	If so when _____
Pacemaker or metal implants	Yes	No	
Height _____	Weight _____		

Credit Card Authorization Policy:

I agree that if I do not arrive for my scheduled appointment or cancel with at least a 24-hour notice, my credit card on file will be charged a no-show fee. If a credit card is not available on file or declined I must pay my balance in full prior to booking my next appointment.

I consent this information is correct and complete to the best of my knowledge and photographic documentation will be taken for personal use to illustrate my progression of results at Skin Matrix.

Signature of patient Date

I consent that these images can be used for medical, scientific, educational, or commercial purposes and are the property of Dr. Orloff and Skin Matrix.

Signature of patient Date

Discovery File

Help us to better understand your needs. Please circle all that applies to you:

What are your concerns:

Face

Wrinkles & fine lines
Acne
Redness
Sensitivity
Excessive shine/oily skin
Skin discomfort
Pigmentation spots
Comedones
Dull skin tone
Ingrown hair
Loss of skin firmness

Hands and Feet

Brittle nails
Pigmentation spots
Cracked hands
Cracked heels
Other _____

What is your homecare regimen?

Face

Cleanser
Milk
Gel Soap
Lotion
Exfoliant
Mask
Concentrate
Day cream
Night cream
Sun protection

Eyes and Lips

Eye concerntrate
Eye cream
Lip treatment
Lip cream

Hands and Feet

Exfoliant
Hand cream
Foot cream
Nail treatment

Body

Exfoliant
Moisturizing cream
Cellulite cream
Firming cream
Self tanner

Eyes and Lips

Chapped lips
Lines around the lips
Loss of firmness
Loss of firmness eye area
Wrinkles and fine lines
Sensitivity
Dark circles
Puffy eyelids

Body

Dry/flaky skin
Pigmentation spots
Back pain
Heavy/tired legs
Cellulite/Loss of skin firmness
Other _____

Are you using medically subscribed skin care? Yes No

Specify: _____

Have you ever thought of having a cosmetic surgery procedure? Yes No

Specify: _____

Would you like to be contacted with more information on the cosmetic surgery procedure you're interested in? Yes No

If so please provide the best way to contact you:

Skin Matrix Policies

Facilities: Skin Matrix offers a state-of-the-art relaxation area equipped with light and music therapy, massage chairs, and beverages for your convenience. We invite you to arrive early or stay after your scheduled appointment to relax in our lounge.

Parking: We offer complimentary parking to all of our guests. Parking spots are available on W. Alameda Avenue directly adjacent to the building. If the smaller lot is full, we also have a larger lot at the corner of Myers St. and W. Alameda Avenue, South of the building.

Reservations: Walk-in appointments are welcomed. However, to ensure your service is scheduled at the best time for you, we recommend booking 2-4 weeks in advance. Reservations can be made via phone, online, or email. A valid credit card is held at the time of booking to secure your appointment. Please note that fees are subject to change.

Cancellation Policy: If you must cancel or reschedule your appointment, please notify us 24 hours in advance to avoid a 100% charge for your scheduled aesthetic or massage services or forfeiture in \$100 injectable/laser deposit or consultation fee.

Payment: Skin Matrix accepts all major credit and debit cards.

Charges: Your time is reserved exclusively for you and as we understand unforeseen events may occur, we do have a 24-hour cancellation policy. In the instance of a no-show or cancellation within the 24-hour grace period, fees associated with your appointment will be incurred to your card on file.

Cell Phones: This is your time to relax. For the comfort of all other guests enjoying their relaxation, we ask that you please refrain from using cell phones while in the facility.

Jewelry and Valuables: Please do not bring any valuable items to the spa. We regret that we cannot be responsible for any lost or stolen items.

Return Policy: Retail products unopened or unused can be returned for cash back within 14 days of purchase. Store credit will be issued on unopened or unused products up to 30 days after date of purchase. All products that have been opened or used are non-refundable. Gift cards, services, series and packages are non-refundable.

Arrival: For all new clients, we ask that you please arrive 10-15 minutes early prior to your scheduled appointment to fill out our Client Intake Form.

Late Arrival Times: Our schedule allots a specific period of time designated just for you. If you are running late for your appointment, please contact our office and we will do our very best to accommodate your full procedure. Because we must be mindful of the next scheduled client and must end your appointment at its scheduled time, a late arrival may deprive you of precious time. If you are 15+ minutes late you will be considered a "no-show" and charged 100% for your service fee.

Treatment Prep: At the time of booking your reservation, a Skin Matrix representative will go over all of the necessary preparation needed for your appointment. Should you arrive un-prepped for your appointment, scheduled appointment time will be reduced to accommodate the following client booking.

Age Requirements: Skin Matrix is an adult-only facility. Please make arrangements for your children prior to your spa visit. If your minor-age child is having services, he/she must have adult supervision and consent throughout their stay.

Gift Cards: Gift cards are a great way to let your loved ones know you are thinking of them. You can purchase a specific treatment or package, or simply allot a monetary value and let your giftee choose. Gift cards are non-refundable, and non-redeemable for cash.

Confirmations: Beginning 48 hours in advance, Skin Matrix will make many attempts to confirm your appointment, via text, email and phone call. In the event we are unable to contact you, it is your responsibility to keep your appointment, or to contact us to cancel or reschedule your appointment within our 24-hour cancellation period to avoid fees.

Consultation Fee: The 30-minute consultation with our medical professionals, which carries a fee of \$50, may be applied toward your treatment if booked or completed within the same day. In the event you choose a different service, this fee may be applied to all aesthetic and/or massage services.

Last-Minute Bookings: Same-day bookings are welcomed and are considered confirmed. No-shows or cancellations are subject to charge, as per our 24-hour cancellation policy.

Credit Card Requirement: A valid credit card is needed at the time of booking for all appointments and will be kept on file for future reservations. In the event of a no-show or same-day cancellation, your card on file will be subject to fees.

Gratuities: Gratuities are not included in our service or package pricing. Though our medical professionals cannot accept gratuities, at your discretion our aesthetic and massage personnel may accept gratuities via cash or personal check. Gratuities cannot be accepted in the form of credit-card payment.

Referrals: We graciously accept all referrals at Skin Matrix. As a thank-you, when your referral completes service, we will send you a \$25 gift certificate. Thank you!

I have read through and completely understand Skin Matrix Integration Beauty Solutions policies and agree to all of the listed above items. In the instance I am not compliant with these policies Skin Matrix may take action as per described in the above listed items.

Signature of patient

Date