

## PATIENT FINANCIAL POLICY AND ACKNOWLEDGEMENT OF RESPONSIBILITY OF PAYMENT

Thank you for choosing Silicon Valley Institute for Aesthetics (SVIA). Our staff is committed to assisting you in your care. Please read our policy below regarding your financial responsibilities and payments.

The cost of your surgery/procedure is just one of many factors when thinking about surgery. You should know in advance all costs involved with the procedure you are considering. When you meet with our Patient Care Coordinator, she will provide you with a detailed explanation of what to expect.

### 1. Consultation Fee.

- **Appointments with the Physician.** SVIA charges a non-refundable cosmetic consultation fee for all appointments scheduled with the medical doctor. The fee is charged over the phone at the time of scheduling. If and when you decide to book your treatment or surgery, the consultation fee will be applied towards the procedure.
- **Appointments with an Aesthetic Provider.** For all other non-surgical consultations and appointments scheduled with an Aesthetic Provider (i.e. Physician Assistant, Registered Nurse, Aesthetician) we collect your credit card over the phone at the time of scheduling to reserve your appointment date and time.

### 2. No-Show and Cancellation Policy.

We understand emergencies and unexpected circumstances can come up that will cause you to change or cancel your appointment with us. We ask you to give us notice at least **48 hours** in advance if you need to make any changes to your appointment.

- **Appointments with the Physician.** In the event you do not show up to your cosmetic consultation or cancel within the **48 hour** window, an additional fee will not be assessed. If you wish to rebook the appointment, a new cosmetic consultation fee would be charged at the time of scheduling. Please note that surgery and in-office procedures have a unique reschedule/cancellation policy that will be provided to you by the Patient Care Coordinator.
- **Appointments with an Aesthetic Provider.** In the event you do not show up to your non-surgical consultation or appointment, or cancel within the **48 hour** window, a non-refundable **\$100** no-show fee will be charged to the credit card provided when scheduling. If you do not have a credit card on file a balance may be placed in your account that you will have to resolve before any future appointments can be made.

### 3. Fee Quote.

At your surgical consultation, you will receive a written fee quotation. This includes:

- Plastic Surgeon professional fees.
- The cost for the operating room facility and any special equipment.
- The professional fee charged by the anesthesiologist or anesthetic provider, if an anesthesiologist or anesthetic provider is required.

### 4. Payment Policy.

A **20% refundable deposit** is due at time of booking. This deposit is refundable up to **30 days** prior to your procedure. The balance of your procedure invoice is due **2 weeks** prior to surgery. This is typically collected at your preoperative appointment (approximately 2 weeks prior to surgery). We accept the following forms of payment:

LOS GATOS  
15055 Los Gatos Blvd., Suite 250  
Los Gatos, CA 95032  
Phone: 408.418.0808

SAN MATEO  
66 Bovet Rd., Suite 360  
San Mateo, CA 94402  
Phone: 650.570.6066

SACRAMENTO  
1111 Exposition Blvd., Suite 400B  
Sacramento, CA 95815  
Phone: 916.678.4188

JEROME H. LIU, MD

TOM S. LIU, MD

- Cash
- Cashier's Checks
- Visa, MasterCard, American Express, and Discover (subject to change without notice)
- Patient financing with PatientFi, CareCredit, Alphaeon Credit (subject to change without notice)

**5. Insurance (if applicable).**

- Dr. Jerome Liu is not a contracted provider with any insurance companies and only sees insurance/reconstruction patients on a case by case basis. We will provide an invoice if you would like to file a claim. In certain instances, we will negotiate a Letter of Agreement for a specific medical service. All medical fees are due at the time of service. There are many different types of insurance plans, so we recommend that you verify your coverage benefits prior to making an appointment with us.
- Dr. Tom Liu is a contracted provider with Sutter Independent Physicians and Hill Physicians and only sees insurance/reconstruction patients on a case by case basis. We will provide an invoice if you would like to file a claim. In certain instances, we will negotiate a Letter of Agreement for a specific medical service. All medical fees are due at the time of service. There are many different types of insurance plans, so we recommend that you verify your coverage benefits prior to making an appointment with us.

**6. Product returns.**

- New and unopened products can be returned or exchanged for the full amount within **30 days** of purchase.
- If you are not satisfied with the product, we are happy to exchange your product or give a product credit within **30 days** of your purchase.
- If you have an allergic reaction to your product, please let us know and we are happy to give you a full refund within **30 days** of your purchase.
- Product exchanges and credits can only be used towards similar category products and not towards any procedures or fees.
- Any returns or exchanges after **30 days** for any reason will not be accepted.

**7. Refunds.** All refunds will be provided in accordance with the original means of payment. All refunds will be less any applicable credit processing fees.

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SVIA  
SILICON VALLEY  
INSTITUTE *for* AESTHETICS

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JEROME H. LIU, MD

TOM S. LIU, MD

Thank you for understanding our financial policy. Please let us know if you have any questions or concerns.

My signature below affirms that I understand and accept the terms of the SVIA Patient Financial Policy.

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**Patient Name**

**Patient Signature**

**Date**

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**Witness Name**

**Witness Signature**

**Date**

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