



Practice Policies

As a courtesy to all our patients, we ask that you arrive within 5 minutes of your scheduled appointment; please call us if you expect any delay. If you have not completed your online portal paperwork prior to your initial visit, please arrive 20-30 minutes before your scheduled appointment. We reserve the right to reschedule patients who arrive more than 15 minutes after their scheduled appointment time. Due to emergency situations, there may be a delay in your appointment. We will make every effort to contact you in advance of any such situation.

Consultations

Aesthetic consultations with Dallas Buchanan, MD are free of charge. New patient consultations with Dallas Buchanan, MD, are limited to approximately 90 minutes. If you require additional time, the doctor may suggest scheduling a second consultation.

Please complete all paperwork ahead of the consultation via the convenient online patient portal. If you have not been sent an invitation to the online patient portal, please notify us as soon as possible so that we can resend it (also make sure to check your spam folder). If you are unable to login or use the patient portal, please notify us ahead of time so that we may make arrangements to assist you. If you wish, please bring photographs of yourself or others that may help you to discuss your goals with your surgeon.

Financial Policies & Information: At Vivify Plastic Surgery we provide elective cosmetic procedures, the care provided at Vivify Plastic Surgery is not covered by any medical insurance programs. Some of the content and medical spa services available in our location and on our website require registration. We collect contact information (including name, telephone number, mailing address, DOB, and email address, etc.) to contact you regarding appointments, as patient identifiers to protect your patient privacy, as well as promotions such as monthly specials and special events. Credit card information may be stored by our merchant processing partner, and charges may be incurred for deposits for some procedures, purchases taken over phone or email, and outstanding balances. This information is kept confidential, and only the last 4 digits of the credit card are kept on file for your security. Payment is expected at the time of service unless other policies apply.

Payment Options

We accept all major credit cards including (Visa, MasterCard, American Express, Discover), and Cash amounts below \$10,000. We are also contracted with select financing options through third party financing PatientFi Financing, and Care Credit. Personal checks are not accepted.

Surgery Policy

To facilitate a smooth surgical process, a 20% fully refundable deposit is required upon booking for all procedures. This deposit is subject to a full refund if cancellation is made up to 30 days prior to the scheduled surgery date. Cancellation with less than 30 days' notice will result in the forfeiture of the entire deposit. In the event of cancellation after the pre-operative visit, which typically occurs 1-2 weeks before surgery, and full payment of the balance has been completed, only 50% of the balance will be refunded. Should cancellation occur with less than 5 business days' notice of the scheduled procedure, the entire balance will be forfeited. However, with appropriate notice, the deposit can be transferred to a rescheduled surgical date, while cancellation within 1 week will result in the forfeiture of the entire balance.

Full payment is expected at the scheduled pre-operative appointment, usually 1-2 weeks before the surgery date. Late payments received later than 2 weeks prior to the surgical date may incur additional fees. Any modifications or additions to procedures after the initial deposit placement may be subject to extra fees.

The quoted fees encompass all pre- and post-operative visits. However, to ensure the safety of the surgery, additional tests, or lab work, such as mammograms, pathology, bloodwork, or EKGs, may be required, with associated costs being the responsibility of the patient. While prescription medication costs are not included in the quote, they may be covered under your insurance.

Strict adherence to both pre- and post-operative protocols is essential. If a revision is deemed necessary by the provider within the first 6-12 months after surgery, a portion of the surgeon's fee may be waived on a case-by-case basis, contingent upon compliance with recommended care. Nonetheless, the patient remains financially responsible for any facility, anesthesia, and operating room fees.

Non-Surgical Booking Policy

All non-surgical procedures with Michelle Buchanan, APRN-C require a 20% fully refundable deposit at the time of booking a procedure. This 20% surgical deposit is refundable up to one week prior to the scheduled procedure date. Payment is due in full at your scheduled procedure appointment at the time of service. In the event you cancel with less than one week's notice of the scheduled procedure date, the deposit shall be forfeited. If a procedure is canceled with proper notice, the deposit can be transferred to a rescheduled procedure date.

Third Party Financing (Care Credit & PatientFi)

We are contracted to select financing options through Care Credit and PatientFi. Patients may elect to use either program offered towards any service, product, or deposit. Please be advised that when using third party financing options payments made to third party financing balances may not be reflected as available credit for future years until the following billing cycle per third party financing agreement. If you are interested, you may request patient financing through CareCredit or PatientFi. This is an outside service; it is not a service of our practice. More details can be found at www.carecredit.com, or you can ask us at your consultation for more details about this financing option.

Refund & Exchange Policy

Purchases pertaining to any event or promotional pricing are final. No refunds for any promotional or special event pricing on services. Exchanges may be made on skin care products of equal or lesser value 14 days from purchase date, or services that have not been redeemed of equal or lesser value 90 days from purchase date. Please retain your receipt for your records. Before a service is performed, please consider all the risks and side effects. We are committed to the best patient experience possible, and we are available to answer any questions or concerns that you have in regard to services we offer prior to purchase. Any value of services or treatments that are prepaid may be used towards other services, treatments & products. Any credits are non-transferrable. The expiration date of prepaid packages is two years from purchase date.

Product Sales

Maintaining your skin with quality products is essential. This is why we offer medical grade skincare to our patients. We are happy to exchange products within 14 days of purchase. Although rare, this includes defective packaging or products, just please let us know within 14 days so we can get your product exchanged.

Insurance Coverage

Insurance benefits do not cover procedures performed strictly to enhance your appearance. The benefits paid by insurance companies for plastic surgery vary. VIVIFY Plastic Surgery is not contracted with any insurance provider currently. Therefore, pre-approval of coverage and projected reimbursement is essential regarding any testing, medications, or lab work. Insurance coverage is your responsibility; however, we will make every effort to assist you in obtaining coverage where it is warranted. You are ultimately responsible for the full payment of your account.

Appointment Policy

All Appointments

We understand that a situation may arise that could force you to cancel or postpone your treatment. Please understand that such changes not only affect our staff, but other patients as well, so we ask as a courtesy you please allow 24 hours to notify us of a cancellation. We ask that you cancel or reschedule your appointment within the 24-hour window (or Friday

before a Monday appointment) if there is a scheduling conflict. A fee of \$250 may be applied to the card you have on file for booking appointments in accordance with 24-hr no-show cancellation policy. A pattern of missed, patient non-compliance, or no call/no show visits may result in additional charges, deduction of a service from any current prepaid package, and/or discharge from the practice.

Revisional Treatment

The practice of medicine, especially cosmetic medicine, is not an exact science, and although the best possible outcomes are anticipated, there can be no guarantee or warranty, expressed or implied, by anyone as to the actual results you will get. Occasionally, additional treatments may be required. These could result in additional charges for which you may be financially responsible.

*These financial policies are subject to change with or without notice. If you have any questions or need assistance with any financial matters relating to your treatment, please contact the office manager for help.

Signature: _____ Date _____

Patient Name: _____