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#### Artistry Aesthetics Policies

# PLEASE NOTE DUE TO COVID:

# ALL PATIENTS MUST WEAR A MASK IN PUBLIC AREAS. Staff will let you know when the mask may be removed (for pictures or for treatment).

1. **FRIENDS, SPOUSES, CHILDREN & PETS ARE NOT ALLOWED at patient appointments. Adults may wait in the car. Small children will result in appointment cancellation.**
2. **STARTING July, 2020 IF YOU BRING A CHILD TO YOUR APPOINTMENT**

**you will be rescheduled & late cancelation fees will apply.**

# SCHEDULING APPOINTMENTS

Artistry Aesthetics currently schedules, cancels, and re-schedules all appointments by phone. However, we are hoping to change this soon to allow some services to be scheduled by text and our website. ALL patients are required to have a valid credit card on file in order to schedule an appointment.

## FIRST VISIT

**If this is your first visit with us, please arrive a minimum of 20 minutes prior to your appointment to allow ample time for intake.** Intake includes client consent forms for each of our separate procedures, anesthetic, pre- and post-procedure instructions, and time for patients to ask Dr. Farley questions. Upon request, we are able to email forms to you to save on time.  New clients coming in for a consultation visit with staff will be charged a $25 fee, which is **NON-REFUNDABLE.**

# CLIENT RESPONSIBILITY/PAYMENT POLICY

The Client is responsible for payment of all services rendered. Payment is expected at the time of service for all charges toward the current visit, as well as any previous balances (ex: late, no-show fees). We accept cash, debit cards with a Visa or Master Card logo, as well as credit cards such as Visa, Master Card, Discover, and American Express. We offer Green Sky and Care Credit to our patients (with applicable fees). We accept Artistry Aesthetics Gift Certificates within 1 year of purchase. Gratuity for spa services is never expected, but always appreciated. We do not accept insurance, however, if you wish to try to be reimbursed by your insurance company we will cooperate to the best of our ability. **WE DO NOT ACCEPT PERSONAL CHECKS. We do not offer refunds—only credit which is good for 4 months from the date of issue. Patients are responsible for using their credit within the 4 month period.**

# LATE POLICY

**We ask that clients arrive 20-15 minutes early so that we may start your service on time.** Paperwork, anesthetic, procedure counseling or consulting and other pre-procedure processes take time that are NOT build into your appointment time. A late arrival may reduce your appointment time out of respect to the clients scheduled after you. *We will make every effort to accommodate your full appointment, but this is not always possible based on our schedule.* **Lateness of 10 minutes or more will result in a “No-show” designation.**

## CANCELLATION/ RESCHEDULING POLICY

*The most valuable thing that you can give someone is your time, and we fully believe that everyone’s time should be respected. In addition, we are a LOCAL SMALL BUSINESS that*

*specializes in individualized care with extra time devoted to every patient. We are highly dependent on every appointment showing to continue our business. That being said, we ask that you* **give us 24 hour notice of a need to cancel or reschedule your appointment, so that we are able to adjust our schedule accordingly. If you have a procedure scheduled that takes greater than 60 minutes, we ask that you cancel 48 hours in advance.**

**LATE CANCELLATIONS: Late cancellations are those appointments in which a patient CALLS IN LESS THAN 24 HOURS TO RESCHEDULE OR CANCEL.**

1. **1st time late cancellation of an appointment that is 30 minute or less will be given a 1x ONLY warning starting 3/2020.**

 **“NO-SHOWS:”** Are defined at patients who are **NOT PRESENT** for their appointment, **ARE >5 MINUTES LATE FOR AN APPOINTMENT *(especially since ALL patients are expected to arrive 10-20 minutes PRIOR to their scheduled appointment time)***, **OR for the 2nd time have CANCELLED IN LESS THAN 24 HOURS** are considered a No-show. No-shows fees are as follows:

1. **1st time no-show of appointments of:**
2. **31-60 minutes will be charged $150.**
3. **That are considered extended (1-2 hours long) will be charged $200.**
4. **2nd time no-show:**
5. **30 minutes or less = $100.**
6. **31-60 minutes = $300.**
7. **61 minutes or more = $450.**
8. **CONSULTS:** patient consults with staff OR patient consults with Dr. Farley.
9. **Staff consults: due to a rash of repeatedly canceled and rebooked consults, we now charge $25 per consultation. 1st and 2nd No-show fees = $50.**
10. **Consults with Dr. Farley = $75 for 30 minutes. 1st and 2nd No-show fees = $150.**

**Please Note:**

 •You may reschedule ONLY after payment of all fees AND a credit card deposit of 50% of your newly scheduled service.

•A continued history of no-shows will result in a dismissal from Artistry Aesthetics.

•Consultation visits that are repeatedly cancelled will count towards the patient’s no-show record and may result in refusal to schedule future appointments.

**REMEMBER: If you arrive at the time of your scheduled appointment, you are already 10-20 minutes late!**

**COOLSCULPTING’S CANCELATION POLICY DIFFERS (PLEASE READ IN FULL)**:

The cancelation policy for Coolsculpting (CS) differs due to the large amount of time and money invested into each individualized CS patient plan—usually ½ day to a full day. Therefore, if you must postpone your CS, we require notice a minimum of 72 hours (3 days) prior to your appointment. Reschedule must be within 10 days to remain in good standing. CS appointments cancelled in less than 72 hours will be charged a non-refundable $200/treatment restock fee and you may lose the package pricing. All CS packages, once scheduled and paid for, are **NON-REFUNDABLE.**

## CHANGES IN SCHEDULED SERVICE

Sometimes clients ask to change their service after arriving, and while most times we are able to accommodate this change, occasionally we are unable to do so given the amount of time scheduled and change in set up (ex: Deciding to get a filler which lasts an hour vs. a Botox, Xeomin, or Dysport which takes 20 minutes). **So that you may get the service(s) you wish and so we are able to provide best treatment possible, we ask that you call 36-48 hours in advance to discuss any changes that you would like to make to your scheduled service.**

## GIFT CERTIFICATES

Gift Certificates are available for specific services, packages, or dollar amounts, and are still redeemable if lost (after 3/2019), as they are on file. We also allow them to be transferred to another party (with written permission). If you are the recipient of a donated gift certificate and do not call to cancel/reschedule within 24 hours of your appointment, your treatment AND gift certificate will be forfeited. All gift certificates are valid for one year from the time of purchase and are **NON-REFUNDABLE.**

## TREATMENTS AND PACKAGES

To avoid abuse of special discounting with treatment and service packages, credit remaining on any un-used treatments will be given ONLY after applying the full standard price of the already used treatments. **THERE ARE NO REFUNDS.** All credit given must be used towards purchase of another service or forfeited. All treatment packages MUST be used within 4 months of purchase. This does not apply to Coolsculpting: with the additional deduction of the average cost of each treatment card we have purchased for your treatment ($200). If for some reason you are not able to use an un-rendered, pre-paid service, you may do a one-time exchange (minus fees noted above) towards another service.

## TREATMENT AND PACKAGE EXPIRATION

All service packages and pre-paid treatments must be started within 4 months of the date of purchase or they will expire and will not be refunded or credited. The **only exception** is if a date, no more than 6 months from purchase, is agreed upon within the Quote & Purchase Agreement AND is approved by Dr. Farley. After 6 months, these will also expire. No other changes in dates are accepted. **NO REFUNDS OR CREDIT ARE GIVEN IN THIS CASE.**

### REFUNDS

**We do not give refunds.** Period. Credit may be approved ONLY by Dr. Farley and must be reflected on a Quote & Purchase agreement. In addition, the credited service(s) MUST have been purchased LESS THAN 4 months prior. **The Q & P must include 1)** the service(s) being credited **2)** the original purchase date of the service(s), **3)** the date the credit is given, **4)** a credit expiration date no more than 4 months long, AND **5)** Dr. Farley’s original signature, OR it is NOT VALID. We will make every effort to remember a credit, however, ultimately it is the patient’s responsibility to let us know there is an outstanding credit on their account.

## PRODUCTS

We are constantly striving to create an environment founded in excellence, quality, and, most importantly, the safety of our patients. For this reason, **we cannot accept skin care product returns,** with the exception of clear defects in packaging or product, once your purchase is complete.

## INJECTION AND PHARMACEUTICAL PRODUCTS

Injectables are non-refundable as they are pre-packaged and pre-ordered for clients. Revanesse is the maker of Versa+ filler, Merz is the maker of Radiesse fillers/Xeomin botulism neurotoxin, and Allergan is the maker of the Juvederm family of dermal fillers, as well as Botox. If you would like more information about any of the products we use, please see the brochures provided in office. Products and prices may change without notice.

Hyaluronic acid fillers can be dissolved with Hyaluronidase. If you wish to dissolve any filler work done by Dr. Farley, there is no cost to the customer IF you return within 6 weeks of the original injections **AND** Dr. Farley judges it necessary. However, if you wish to dissolve filler work that appears normal OR is from another business’s injector(s), the cost of the dissolving enzyme is currently $150/0.6ml (subject to change without notice). This is an elective service and you must consent to this injection like any other procedure offered at Artistry Aesthetics.

## AGE REQUIREMENT AND CHILDREN

**Teens under the age of 18 wanting to undergo treatment(s) MUST have a parent or guardian give signed consent acknowledging that the parent & child understand the treatment and possible side effects. Both the parent & child MUST give full consent.**

While in the past we have discouraged, but tolerated, patients bringing young children to their appointments we can no longer do this.Artistry Aesthetics is NOT set up to  **We have posted the following on the outside of the entry door: “DUE to the COVID pandemic CHILDREN ARE NOT ALLOWED ON PREMISES.” After July 2020, all patients who bring a child to their scheduled appointment will have their appointment cancelled or reschedule. LATE CANCELATION/NO SHOW FEES will apply in these instances.** ALL POLICIES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

**MEDICAL RECORDS**

Artistry Aesthetics is a Medi-Spa. As such, your records and pictures are considered medical documents and are protected by the HIPPA Laws. If you wish to have a copy of your files and pictures, you must first sign a Medical Release Form, which may be found on the internet or by contacting our office. Hard copies of files cost $0.25 per page and are in black and white only. Pictures cannot be printed, but can be downloaded onto a thumb drive. Patients may bring in a thumb drive or purchase a 32 GB thumb drive from our office for $5.00 each. Our photos are high definition and require a significant number of gigabytes. Patients with many photos may need a larger thumb drive than we can provide, or may need to purchase multiple thumb drives. All fees associated with medical records must be paid *before* staff will work on the order and all fees are **NON-REFUNDABLE.**

**GETTING YOUR RECORDS:** Patients can pick up their chart notes/pictures at our office *OR* they can be mailed by certified mail. Medical charts and pictures cannot be emailed to you as this is a breach of HIPPA. Certified mail requires your signature upon delivery, ensuring that your records do not get into the wrong hands. Certified mail fees must be paid by the patient prior to mailing. We are a small office, therefor, wait time for printed documents is seven business days and wait time for digital pictures is 10 business days.

**CONSENT: I certify that I have read the above information and fully understand Artistry Aesthetics’s Office Policies. I am aware that all policies and fees are subject to change without notice. I am aware that Artistry Aesthetics does not give refunds for services purchased and only allows in-house credit for un-used services.** I understand that I may request a copy of these policies for my own records at any time.

**Patient/Representative Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Provider/Office Representative Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

mmf 7.2020