



## **Continuity of Care**

We have found that patients who maintain continuity of care are the most successful in their individualized program. While you may wish to cancel or reschedule your appointment because your personal goals have not been met, this is actually the best time for you to be seen by your health care provider. Your provider may recommend a change in your treatment program.

We also understand that unexpected events at times may require you to cancel or reschedule your appointment. Advance notice of such circumstances is much appreciated, as we can then offer any such available openings to your fellow patients.

## **Scheduling of Appointments**

Please call one of our clinics to schedule an appointment with one of our providers. You will be required to give your credit card information to book your appointment. Booking your appointment with us implies that you understand our policies. We will only bill your credit card when:

1. You decide to purchase treatments
2. We charge you a “Hold” Fee (See Below)
3. We charge you a “No Show” Fee (See Below)

## **Hold Fee Policy**

There is a **\$100 Non-Refundable “Hold Fee”** to schedule appointments with Dr. Mauricio. This fee will be applied towards your treatments on the day of your procedure. If you decide to not purchase any treatment, the \$100 “Hold Fee” will be treated as a consultation fee and not refunded to you.

Should you decide to purchase treatments at a later date, please inform our cosmetic consultants during your purchase and we will gladly apply the \$100 “Hold Fee” towards your purchased treatments.

### **Appointment Cancellation/Rescheduling Policy**

Failure to give necessary notice (by 10am, with at least 24 hours or one working day in advance) prior to cancellation or rescheduling of an appointment with any clinical staff besides Dr. Mauricio (see below), will result in a **“No Show” Fee of \$50.**

Failure to give necessary notice (by 10am, with at least 24 hours or one working day in advance) prior to cancellation or rescheduling of an appointment with Dr. Mauricio, will result in a **“No Show” Fee of \$100.**