

Curtis SF Wong, M.D.

Norcal Aesthetic Plastic Surgery

OFFICE AND FINANCIAL POLICY

Welcome to Norcal Aesthetic Plastic Surgery. We are committed to providing you with the best possible care. Please carefully review our office financial policy.

ALL PAYMENT IS EXPECTED AT THE TIME OF SERVICE:

Payment is required at the time services are rendered unless other arrangements have been made in advance. This includes applicable coinsurance and copayments for participating insurance companies. **Norcal Aesthetic Plastic Surgery** accepts cash, personal checks, VISA, MasterCard and CareCredit. There is a service charge of \$25.00 for returned checks.

Completing disability forms will incur nominal fees.

FEES:

Our consultation fee is **\$100.00**. If you desire to cover more than one topic, you will require an extended consultation at a fee of **\$125.00**. These fees are due at the time of service. This fee will be credited towards most procedures should you choose to schedule with Dr. Wong.

Surgery scheduling requires a non-refundable *scheduling fee* of 25% of the surgeon's fees. This will be credited toward your *procedure*. The remaining balance is due at your pre-operative appointment. *Any payments made by check, must be received in our office no later than one week prior to your procedure.*

If you cancel surgery after your scheduling fee has been paid, you must produce, in written form, a reason that would prevent you from having surgery to receive a refund.

Refunds: Refunds will be given when indicated. When payment involves financial fees paid by Dr. Wong such as when using credit cards and Care Credit, this cost will be deducted from your refund.

Revision Surgery at Additional Costs:

Although we strive for the best result possible, sometimes less-than-ideal results occur. Working with living tissue can have unexpected or inconsistent results and the aging process continues regardless of what we do. Should concerns about your results arise, please discuss this with Dr. Wong. A second operation may be needed to improve your outcome which may incur additional fees, including that for the facility, anesthesia and possibly surgeon's fees.

This issue is especially relevant for those who have experienced massive weight loss, such as that following gastric bypass procedure. As much as we wish for a perfect result, some patients will wish to further improve their results through revisions at additional costs. In addition, if you had body-contouring procedures such as liposuction or body tuck of some kind, you are expected to be at your pre-operative weight to be considered for revisions as weight changes will affect results and your fee.

If you fail to keep follow-up appointments during your post-op period, you will forfeit your right to revisions under our policy.

Appointments:

Failing to Confirm Appointment: If you fail to confirm your appointment, it will be cancelled.

Failed Confirmed Appointments: If you fail a confirmed appointment, you will be required to pre-pay to schedule another or forfeit your complimentary consultation, should one have applied.

Showing up for an unconfirmed appointment: If you show for an unconfirmed appointment (you did not confirm with the office or were not contacted by the office) it is very possible your wait may be prolonged or you may need to reschedule. We will do our best to accommodate you.

Late Cancellation Notice: If you cancel your appointment with less than 24 hour notice, you will forfeit any complimentary consultation (if applicable) and be asked to pre-pay fees to schedule any future consultations.

Follow-up Appointments:

Surgery requires follow-up appointments to ensure you are recovering as expected and to allow interventions where they may be beneficial to you in your recuperation. If you fail to follow-up as scheduled and miss these appointments, you will forfeit your right regarding revisions and your relationship with Dr. Wong may also be terminated, preventing you from seeing him again in the future. This is very important so please do not miss your appointments.

Illness/Covid-19 Policy

Cancellations due to illness include Covid-19 (test or exposure) must be verified and will required documentation (ie test results) or a doctor's note.

Social Media and the Internet:

You may communicate with our office or Dr. Wong via e-mail, texting or skyping. This should only be used for non-urgent issues as they may not be checked on a regular basis and you must realize that your privacy, should any health issues be discussed, may not be protected and you are waiving any rights protected under HIPAA when communicating this way.

Acknowledge to take photos patient's initials

In connection with the medical services which I am receiving from my physician, *Dr. Curtis Wong*, I acknowledge to the taking of photographs of me or parts of my body. The photographs shall become a part of my medical record and will be used only for the purpose of my medical care, unless otherwise notified.

Chaperones: Initials below

Yes, I do wish to have a chaperone during all examinations

No, I do not wish to have a chaperone during examinations

ACKNOWLEDGEMENT:

I have read and understand the **Norcal Aesthetic Plastic Surgery** Financial Policy. I agree to assign insurance benefits to the **Norcal Aesthetic Plastic Surgery** Practice whenever necessary. I also agree that if it becomes necessary to forward my account to a collection agency, in addition to the amount owed, I also will be responsible for the fee charged by the collection agency for costs of collections.

HIPAA DISCLOSURE FORM:

I hereby acknowledge that I reviewed the medical practice's Notice of Privacy Practices and may receive a copy upon request. I agree to waive my HIPAA rights if there is a dispute of payment for services rendered.

NOTICE TO CONSUMERS: Medical Doctors are licensed and regulated by the Medical Board of California. Additional information can be obtained by calling (800)633-2322 or going to the website www.mbc.ca.gov

Print Name of Patient

Signature of Patient (Parent or Guardian if minor)

Date: