



DERMWELLESLEY

Cancellation, Late Cancellation, No-Show & Payment Policy

Our goal at DermWellesley is to provide you, our patient, with exceptional, personalized care in a timely fashion. This means that we do not double book our appointment slots; rather, we block your appointment to allow you to have the highest quality, individualized time with our clinicians.

As a courtesy, and to help patients remember their scheduled appointments, our office makes every attempt to confirm your appointment. However, it is ultimately YOUR responsibility to come to your scheduled appointment even if we are unable to contact you. Please also note that cosmetic and aesthetic appointments are NOT scheduled in Epic (we use a separate cosmetic only medical record system) and therefore your appointment will not show up within Patient Gateway.

We understand conflicts arise. Should you not be able to keep your scheduled appointment time, we kindly request 24 business hours of notice to cancel or reschedule your appointment. If you do not cancel or reschedule your appointment with at least 24 hours notice, a no-show fee will be charged as follows:

\$50 dollars for a missed medical appointment

\$150 dollars for a missed cosmetic or aesthetic appointment

\$200 dollars for a missed surgical or Mohs appointment

These fees are assessed based on the amount of time blocked for your appointment and the amount of staffing and medical supplies needed to prepare for your appointment.

This no-show or late cancel fee is not reimbursable. After three no-shows or late cancellations for any appointment, DermWellesley may decide to terminate their relationship with you or may require a deposit to be left prior to rebooking. For our cosmetic patients that require longer blocks of time and require preparatory time for our staff we will require:

\$250.00 deposit to schedule Vivace, Fraxel and PRP

\$500.00 deposit to schedule miraDry.

This deposit will be applied towards your treatment on the day of service. If you have a scheduling conflict, we ask that you give at least 24 hours notice to avoid forfeiting your deposit.

We appreciate your understanding and compliance with our policy.