



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 and (almost always!) have short wait times. We block your appointment to allow you to have the highest quality, individualized time with our clinicians. It takes office staff time, resources, and supplies to prep for your appointment and, if you do not show, your clinician does not have the opportunity to see another patient during that slot. Because of this, and because of our ever-increasing operational costs, we are enforcing a firm cancellation/ no show policy. We ask that you respect this policy, our office staff, and our time.

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 software program) and therefore your appointment will not show up within your Patient Gateway. You should receive separate confirmation regarding your cosmetic appointment.

We understand conflicts arise. If you are unable to keep your scheduled appointment time, we kindly request **24 business hours** of notice **to cancel or reschedule your appointment**. If for any reason you fail to cancel/reschedule with at least 24 hours notice, you will be charged:

\$100 dollars for a missed medical appointment

\$150 dollars for a missed cosmetic or aesthetic appointment

\$200 dollars for a missed surgical or Mohs appointment

This no-show or late cancel fee is not reimbursable and will be charged immediately to your credit card on file (please see our credit card on file policy). After three no-shows or late cancellations for any appointment, DermWellesley may decide to terminate their relationship with you or may require a deposit prior to rebooking. For our cosmetic patients that require longer blocks of time and require more preparatory time for our staff we will require a deposit:

\$150.00 for Filler and Aerolase laser appointments

\$250.00 deposit to schedule Vivace, Fraxel and PRP

\$500.00 deposit to schedule miraDry, softwave, blepharoplasty, and CO2 laser

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.** Deposits and no show fees are subject to change.

We appreciate your understanding and compliance with our policy.