



DERMWELLESLEY

UPDATED January 2024

## **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 strict cancellation/ no show policy. Previously, we had been quite lenient with this policy, but unfortunately, due to a recent dramatic uptick in these numbers, our small, privately owned practice now needs to be firm in enforcing these guidelines. We ask that you respect this policy, our office staff, and our time.

As a courtesy, and to help patients remember their appointments, our office makes every attempt to contact you to confirm. However, it is ultimately YOUR responsibility to make your appointment even if we are unable to reach you. Please also note that cosmetic/aesthetic appointments are NOT scheduled in Epic (we use separate cosmetic software) and therefore your appointment will not show up within Patient Gateway. You should receive separate confirmation regarding your cosmetic appointment.

We understand conflicts arise. If you are unable to keep your 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:

**\$75 dollars for a missed medical appointment or appointment with our esthetician**

**\$150 dollars for a missed cosmetic or aesthetic appointment (or the cost of your aesthetic appointment if under \$150)**

**\$200 dollars for a missed surgical or Mohs appointment**

These fees are not reimbursable and will be charged immediately to your credit card on file (see CCOF policy). After three no-shows/late cancellations, DermWellesley may decide to terminate their relationship with you or may require a deposit prior to rebooking. For 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 or you will forfeit your deposit.** Deposits and no-show fees are subject to change. We appreciate your understanding and compliance with our policy.