

Dear Patient,

We would like to take this opportunity to welcome you to Statesboro Plastic Surgery and to familiarize you with some of our policies. Enclosed you will find your new patient paperwork. Please complete it before you arrive for your appointment.

Our office is open from 8:30AM to 5:00PM, Monday through Thursday and 8:30AM to 1:00PM on Friday. Some of the services we offer include. Breast Augmentation, reduction and lift; liposuction; tummy tuck; Juvederm and Botox injections; laser hair reduction and spider vein treatment; mole evaluation; various hand treatments and surgeries, including carpal tunnel syndrome.

**SPECIAL ASSISTANCE:** If you require special assistance (wheelchair, transfer to exam table, language, etc.) please let our office know prior to your arrival for the appointment so that we may make arrangements to get you the assistance you need, if possible.

If you have a Durable Power of Attorney please bring a copy of it with you.

**WAIT TIME/APPOINTMENT RESCHUDULES:** Everyone here at Statesboro Plastic Surgery understands that your time is just as valuable as ours. We make every effort to keep your wait to see the doctor to an absolute minimum and to not have to reschedule your appointment. However, from time to time, it may be necessary for us to reschedule your appointment date and/or time or the wait to see the doctor may be extended as our physician is on-call for emergencies with the local hospital. In these rare instances we kindly ask for your understanding and cooperation. These situations are unexpected and unpredictable but if one does occur please be assured that we will make every effort to minimize your inconvenience.

**NOT KEEPING APPOINTMENTS:** *If you are unable to keep you scheduled appointment, please give our office at least 24 hour notice.*

**PAYMENTS AND INSURANCE:** *Full payment is required at the time of service for all cosmetic consultations as well as for patients whom we are not providers with their insurance. For your convenience, we accept cash, MasterCard, Visa, American Express, and Discover credit cards. Cosmetic consultations and new patient fees are between \$100-\$250.*

As a courtesy to our patients, we file all insurance claims, even if we are not providers for the insurance. It is your responsibility to furnish our office with a current copy of your insurance card(s). For patients whose insurance has a co-pay, the co-pay must be paid on the day of service. For patients with no insurance or insurance that we are not providers for, payment in full is due at the time of service unless PRIOR arrangements are made with management.

**ACCIDENTS (someone else may be responsible for payments):** In accidents, legal cases, etc. ,where you the patient believes someone else is responsible for the medical expense, **YOU AS THE PATIENT ARE RESPONSIBLE FOR PAYMENT AT THE TIME OF SERVICE.** This office cannot be expected to wait for court conclusions or disputed insurance settlements. We will, however, help with any paperwork, etc. needed for reimbursement from the third party believed to be liable for the medical expenses. **\*\*\*PLEASE NOTE\*\*\*** any accidents, such as cuts, burns, falls, etc., filed with health insurance may result in a follow-up form from your insurance. This **MUST** be filled out and returned immediately! All outstanding balances will become your responsibility until these forms are filled out and returned. We **DO NOT** file AUTO or THIRD PARTY liability insurance but we will provide you with a claim form to send to your insurance. If you are unsure if this policy applies to you please contact our office.

**WORKERS' COMP:** In case of **Workers Compensation**, we must have an authorization from your employer or their insurance carrier to provider medical services. If your claim is denied **you** are responsible for payment of the services provided.

Thank you for selecting our office and we look forward to serving you in the future. If we may be of any further assistance, please contact our office at (912)681-3330.

Sincerely,

Statesboro Plastic Surgery

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