

Patient Rights and Cancellation Policy

Avé Medical Laser Clinic is committed to provide you with the state of the art service. You will be treated in a safe, professional, and confidential environment. You have the right to be educated on all treatments which have been discussed with you so you are able to make an informed decision. You are encouraged to ask questions and expect clear honest answers. You have the right to be informed of training and credentials of Dr. Paula Hicks and staff, delegated by Dr. Hicks to perform your treatment. You have the responsibility to provide complete and accurate health information and to cooperate fully in pre and post instructions. It is also your responsibility to return for all post-treatment appointments to ensure your best outcome.

The Staff at Avé Medical Laser Spa is very dedicated to your privacy and are required to follow the same HIPPA laws as any medical office. We want you to know your privacy is very important to us and cannot be discussed outside of our facility with friends or family without your written release.

Cancellation / Late Policy

We will always try our best to accommodate you if you're running late for your appointment. However, your tardiness can affect the appointment time of other patients who come in on time. For this reason, we have set a few general ground rules for such situations. Clients will generally be allowed a 5-10 minute grace period. Arrival fifteen minutes or more after your treatment time will be considered a "no show" and the no show fee will apply. Please always call if you know that you are going to be running late for your appointment. It is important that you know late arrival may shorten your treatment time. We will always try to accommodate your full treatment as best as our schedule allows. If not, you may have to forgo parts of the service in order to keep it in the time allotted for you.

As a courtesy to our staff and other patients, please allow 24 hour notice for cancellations and rescheduling requests. However, if a notice less than 24 hours is given you will be charged for half of your service. If you are scheduled for a consultation you will be charged \$50 if you no-show or give less than a 24hr notice. If you are scheduled for a surgical procedure we require a cancellation notice 2 weeks prior and know that your payment is **non-refundable**. If you are scheduled for a laser procedure we require a cancellation notice of 1 week prior. However, if less than a week notice is given your payment is **non-refundable** but may be used as a credit. In order to schedule appointments you will be required to provide a credit to be put on file. This way, we will be able to accommodate patients on our waiting list. We do, of course, understand that unavoidable issues come up and we will do our best to work with you in case of an emergency, etc. If we are unable to reach you and only leave a message, or cannot reach you at all, please understand that it is your responsibility to remember your appointment dates and times in order to avoid missed appointments and fees. You are always welcome to call and double check any appointments if you're unsure. Again, please remember that your appointments are reserved for you & only you. These policies allow us the opportunity to alert our standby patients of any openings, therefore allowing us to provide the best service possible. We very much appreciate your business and compliance with our policies.

Patient Signature

Date