



VIVIFY Plastic Surgery & Medspa

Practice Policies

As a courtesy to all our patients, we ask that you arrive within 5 minutes of your scheduled appointment; please call us if you expect any delay. If you have not completed your online portal paperwork prior to your initial visit, please arrive 20-30 minutes before your scheduled appointment. We reserve the right to reschedule patients who arrive more than 15 minutes after their scheduled appointment time. Due to emergency situations, there may be a delay in your appointment. We will make every effort to contact you in advance of any such situation.

Consultations

Aesthetic consultations are complimentary. New patient consultations with Dallas Buchanan, MD, are limited to approximately 90 minutes. If you require additional time, the provider may suggest scheduling a second consultation.

Please complete all paperwork ahead of the consultation via the convenient online patient portal. If you have not been sent an invitation to the online patient portal, please notify us as soon as possible so that we can resend it (also make sure to check your spam folder). If you are unable to login or use the patient portal, please notify us ahead of time so that we may make arrangements to assist you. If you wish, please bring photographs of yourself or others that may help you to discuss your goals with your surgeon.

Financial Policies & Information: At VIVIFY Plastic Surgery we provide elective cosmetic procedures, the care provided at VIVIFY Plastic Surgery is not covered by any medical insurance programs. Some of the content and medical spa services available in our location and on our website require registration. We collect contact information (including name, telephone number, mailing address, DOB, and email address, etc.) to contact you regarding appointments, as patient identifiers to protect your patient privacy, as well as promotions such as monthly specials and special events. Credit card information may be stored by our merchant processing partner, and charges may incur for deposits for some procedures, purchases taken over phone or email, and outstanding balances. This information is kept confidential, and only the last 4 digits of the credit card are kept on file for your security. Payment is expected at the time of service unless other policies apply.

Payment Options

We accept all major credit cards including (Visa, MasterCard, American Express, Discover), and Cash. We are also contracted with select financing options through third party financing PatientFi Financing, and CareCredit. We do not accept checks of any kind.

Payment Policy

For scheduling purposes, any non-surgical cosmetic procedures of \$500 or more requires a 50% deposit due at the time of booking. If a scheduled procedure is canceled within 24 hours, (unless written medical emergency) 10% of the deposit shall be forfeited.

Surgery Policy

All surgical procedures require a 20% fully refundable deposit at the time of booking surgery. This 20% surgical deposit is refundable up to 30 days prior to scheduled surgery date. In the event you cancel your surgery with less than 30 days' notice of the scheduled surgery date, the deposit will be forfeited in its entirety. If surgery is cancelled with proper notice, the deposit can be transferred to a rescheduled surgical date. Payment is due in full at your scheduled pre-op appointment usually 1-2 weeks prior to your scheduled surgery date. Should payment be received later than 2 weeks prior to surgical date, extra fees may apply. Should a patient decide to change or add additional procedures to their existing surgery date after their deposit is placed, extra fees may apply. The fees outlined in any quote presented include all pre- and post-operative visits. In the interest of safe surgery, additional tests or lab work may be ordered and would be your financial responsibility, such as: mammograms, bloodwork, EKG, etc. Because prescription medications are individualized to your particular needs, the cost is not included in the quote, but may or may not be covered under your insurance. It is imperative that all pre- and post-operative protocols are followed, if your provider feels a revision is needed in the first 6-12 months after surgery, a portion of the surgeons fee may be waived on a case-by-case basis if all recommended pre and post care is followed. However, because surgery is performed at an outpatient surgical facility, the patient will still be financially responsible for any facility, anesthesia and OR fees.

Third Party Financing (Care Credit & PatientFi)

We are contracted for select financing options through CareCredit and PatientFi. Patients may elect to use either program offered towards any service, product, or deposit. Please be advised that when using third party financing options payments made to third party financing balances may not be reflected as available credit for future until the following billing cycle per third party financing agreement. If you are interested, you may request patient financing through CareCredit or PatientFi. This is an outside service; it is not a service of our practice. More details can be found at www.carecredit.com, www.patientfi.com, or you can ask us at your consultation for more details about these financing options.

Refund & Exchange Policy

Purchases pertaining to any event or promotional pricing are final. No refunds for any promotional or special event pricing on services. Exchanges may be made on skin care products of equal or lesser value 14 days from purchase date, or services that have not been redeemed of equal or lesser value 90 days from purchase date. Please retain your receipt for your records. Before a service is performed, please consider all the risks and side effects. We are committed to the best patient experience possible, and we are available to answer any questions or concerns that you have regarding services we offer prior to purchase. Any value of services or treatments that are prepaid may be used towards other services, treatments & products. Any credits are non-transferrable. The expiration date of prepaid packages is two years from purchase date.

Product Sales

Maintaining your skin with quality products is essential. This is why we offer medical grade skincare to our patients. We are happy to exchange products within 30 days of purchase. Although rare, this includes defective packaging or product, just please let us know within 30 days so we can get your product exchanged.

Rewards Programs

Patients can earn points from purchasing any service and referring friends to the practice. VIVIFY Rewards points can only be used towards select non-surgical services. VIVIFY Reward points cannot be redeemed in a single transaction. Only 20% of VIVIFY rewards points may be applied toward applicable purchase. If using Alle/Evolus or other industry partner coupons, the amount of VIVIFY Rewards points available to be applied to the purchase will be decreased to 10% . VIVIFY Rewards Cannot be used in combination with any other office special or promotion. VIVIFY Rewards cannot be transferred or used by any other person except the patient. VIVIFY Rewards are not applicable to the purchase of gift cards (must be purchased at full price). Other details and restrictions may apply. Please inquire for additional questions.

Insurance Coverage

Insurance benefits do not cover procedures performed strictly to enhance your appearance. The benefits paid by insurance companies for plastic surgery vary. VIVIFY Plastic Surgery is not contracted with any insurance provider at this time. Therefore, pre-approval of coverage and projected reimbursement is essential regarding any testing,

medications, or lab work. Insurance coverage is your responsibility; however, we will make every effort to assist you in obtaining coverage where it is warranted. You are ultimately responsible for the full payment of your account.

Appointment Policy

All Appointments

We understand that a situation may arise that could force you to cancel or postpone your treatment. Please understand that such changes not only affect our staff, but other patients as well, so we ask as a courtesy you please allow 24 hours to notify us of a cancellation. We ask that you cancel or reschedule your appointment within the 24-hour window (or Friday before a Monday appointment) if there is a scheduling conflict. A pattern of missed appointments, patient non-compliance, or no call/no show visits may result in additional charges, deduction of a service from any current prepaid package, requirement of deposit for future visits, and/or discharge from the practice.

Revisional Treatment

The practice of medicine, especially cosmetic medicine, is not an exact science, and although the best possible outcomes are anticipated, there can be no guarantee or warranty, expressed or implied, by anyone as to the actual results you will get. Occasionally, additional treatments may be required. These could result in additional charges for which you may be financially responsible.