

# Windsor Dermatology Financial Policy



## SERVICES THAT REQUIRE A NON-REFUNDABLE DEPOSIT

(Full payment for these services is required at the time of service)

- Cosmetic Consultations: A \$75 deposit is required at check-in
- Coolsculpting: A \$300 deposit per session is due at scheduling
- Lasers (IPL, PDL, CO2 Resurfacing): A \$50 deposit is due at scheduling
- PICO Tattoo Removal: A \$50 deposit is due at scheduling
- Injectables and Laser Hair Removal: A \$50 deposit is due at scheduling for any appointments 30 minutes or longer
- PRP: A \$50 deposit is due at scheduling
- Hydrafacial: A \$50 deposit is due at scheduling
- Microneedling: A \$50 deposit is due at scheduling

## ADDITIONAL CHARGES

- Biopsies will be sent to an outside laboratory for additional reading. These services may incur additional expenses that are the patient's responsibility as per your medical benefits. You may receive a separate bill from the laboratory
- A charge of \$100 will result for any visits where a referral was not valid or available at the time of service. We will bill your insurance company and you will be responsible for any remaining charges
- Unpaid balances will be forwarded to an outside collection agency after 90 days and will incur a 22% collection fee, attorney fees, and/or court costs in addition to the outstanding balance

## CANCELLATION POLICY

We understand sometimes situations arise which would require you to postpone your appointment. Cancellation provided with short notice prevents our staff from making time available for other patients waiting to be seen. We ask that as soon as you become aware of the need to cancel or postpone your appointment, you notify a member of our staff at once.

- If you cancel 7 or more days before the appointment, the deposit will be applied to the new scheduled date
- If you cancel less than 7 days before the appointment, the deposit will be forfeited

For cases in which the full cost of the procedure was paid in advance (i.e. to secure a prepayment discount), the amount paid in excess of the deposit will be refunded based on the amount of calendar days advance notice was provided

- 7 or more days notice: 100% refund of the excess
- 5-6 days notice: 75% refund of the excess
- 3-4 days notice: 50% refund of the excess
- 2 days notice: 25% refund of the excess
- 0-1 days notice: No refund

## PAYMENT OPTIONS

We accept cash, personal check, major credit cards, and 24/7 online bill pay. We also offer CareCredit, a convenient financing option for health care expenses. Please ask our reception staff how to apply.

## CREDIT CARD ON FILE

We have implemented a policy requiring you to maintain your encrypted credit card information securely on file with Windsor Dermatology, PC. In providing us with your credit card information, you are giving Windsor Dermatology permission to charge your credit card on file for your copay(s), coinsurance, and/or any outstanding balance(s).

**Co-pays:** Co-pays are due at the time of the office visit

**Balances:** If your insurance provider has paid their portion of your bill and there is still a remaining balance owed, Windsor Dermatology, PC will mail one statement. If the balance is not paid within 30 days, Windsor Dermatology, PC will provide a courtesy phone message or e-mail prior to charging any balance owed by you to your credit card. A copy of the charge will be mailed to you. This in no way compromises your ability to dispute a charge or question your insurance company's determination of payment.

**Services and Products:** Self-Pay services, Cosmetic fees, and Product fees are due at the time of the office visit

Your signature below indicates you have read and agree to the above terms and conditions

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date