

## **Geria Dermatology: Appointment & Financial Policy**

Thank you for choosing Geria Dermatology! To help us provide exceptional care to all patients, please review and acknowledge the following important policies.

### **Appointment Confirmation**

Appointment reminders are sent via text, email, and phone.

Patients must confirm their appointment at least 48 hours in advance.

Failure to confirm may result in automatic cancellation.

By signing, you agree to receive these communications. To opt out, please inform our front desk.

### **Cancellations & Rescheduling**

We require 48 business hours' notice to cancel or reschedule any appointment.

Late cancellations are subject to the following fees:

- - \$75 for standard appointments
- - \$250 for procedural appointments

Late cancellations for cosmetic services will result in forfeiture of the deposit or a portion of a package.

### **Late Arrivals**

Please call if you are running late.

If we cannot accommodate you due to schedule constraints, you may be asked to reschedule and charged a \$75 late cancellation fee.

### **No-Show Policy (Strictly Enforced- No Exceptions)**

\$75 for missed standard appointments

\$250 for missed procedure appointments

A valid card on file is required for all bookings—no exceptions.

Fees must be paid before future appointments can be scheduled.

Cosmetic no-shows or cancellations under 48 hours will forfeit the deposit.

Package patients will lose one treatment for late cancellation or no-show.

Patients who miss 3 appointments without notice will be discharged from the practice.

### **Cosmetic Deposit Policy**

A \$250 deposit is required to schedule all cosmetic treatments or consultations.

The deposit will be applied to the total cost and must be used within 30 days.

No-show and cancellation fees apply.

### **Card on File Policy- No Exceptions**

A credit or debit card is required to book—no exceptions. (HSA/FSA cards not accepted for this.)

Cards are used for:

- - No-show/late cancellation fees
- - Outstanding insurance balances
- - Product purchases

You may update your card at any time and choose a different payment method at checkout.

Unpaid balances over 60 days may be sent to collections.

### **Product Return Policy**

Unopened Products:

- - Return within 30 days with original sealed packaging for a full refund.

Damaged Products:

- - Exchanges allowed within 30 days of purchase.

Adverse Reactions:

- - Returns are accepted with a reaction report. Product must be returned to receive a refund.

### **Your Care Team**

All care is overseen by a board-certified dermatologist.

You may be seen by a PA on your care team, under dermatologist supervision, to ensure timely, high-quality care.

### **Insurance Responsibility**

Patients are responsible for:

- - Providing accurate insurance information
- - Confirming in-network coverage
- - Ensuring insurance is active at time of service

Denied claims due to out-of-network status or ineligibility are patient responsibility.

### **Medical & Prescription Inquiries**

Leave a voicemail with your full name and number if we miss your call or send us a message in Klara.

Messages are typically returned by 7:00 PM the same business day.

Please keep a copy of these policies for your records. Need another copy? We're happy to email one.

I have read, understand, and agree to Geria Dermatology's scheduling and financial policies.

Patient Signature

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