



Office Policies

Cancellations Non-Surgical Procedures and Appointments:

We understand that a situation may arise that could force you to postpone your consultation and other non-surgical appointments. Please understand that such changes affect not only your care provider, but other patients as well. We request that you please notify our office at least 24 hours in advance to cancel or reschedule an appointment.

Photographs:

I understand that photographs are an important component in the process of plastic surgery. They are taken to allow both the patient and physician to identify asymmetries, abnormalities and areas of concern. They also allow the physician to use computer imaging to better assist the patient in appreciating the goals of surgery and compare preoperative photographs with postoperative results.

****Photographs are considered medical documentation and are protected as such****

Therefore, I consent to having my picture taken for medical documentation

Prescriptions and Refills:

Many medications can interact and need to be monitored. For your safety, prescriptions will only be written between the hours of 8:00A-4:30P Monday through Friday, when your chart can be reviewed. Please have your pharmacist call our office for your medical refills. Please allow Carilion Clinic Cosmetic Center 48 hrs to process prescription refills. Our physician on call is not available to provide prescriptions after hours.

In Case of Emergency:

For emergencies during regular hours office hours Monday - Friday 8:30A-4:30P - 540-853-0510

For emergencies after office hours/weekends/holidays -540-981-7000 and ask for the Carilion Plastic surgeon on call

A Carilion Clinic Plastic Surgeon is available for emergencies 7 days a week, 24 hours per day

Release of Medical Records:

You may request a copy of your medical records at any time by completing a medical record release form Carilion Clinic Cosmetic Center may charge a fee for the records. To protect patient confidentiality, we do not release medical information by telephone or to anyone other than the patient, except allowed by law.

Non-Participating Insurance Acknowledgement:

Carilion Clinic Cosmetic Center does not participate with any health insurance provider. There will be no exceptions to this policy. See Financial Policy for complete details.

I have read thoroughly, understand and agree to the above policies and conditions.

Client Signature:

Date: