



Cancellation and No-Show Policy

Thank you for trusting your medical care to Fedok Plastic Surgery. When you schedule an appointment with Fedok Plastic Surgery, we set aside time to provide you with the highest quality of care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our **Cancellation and No-Show Policy** below:

- Any established patient who fails to show for an **office appointment** and has not contacted our office with at least 24 hours' notice will be considered a No-Show and be charged a **\$50.00 fee**.
- Any established patient who fails to show for an **in-office procedure or laser appointment** and has not contacted our office with at least 24 hours' notice will be considered a No-Show and charged a **\$250.00 fee**.
- Any established patient who fails to show for **surgery** and has not contacted our office with at least 24 hours' notice will be considered a No-Show and charged **50% of the surgical fee**. This will not be applied to future surgery.
- After **three No-Shows** without 24 hours' notice, the patient may be dismissed as a patient from Fedok Plastic Surgery.
- New patients will be charged a **consultation fee** when scheduling their first appointment. If a new patient fails to show for their initial visit without giving 24 hours' notice, the consultation fee will **not be refunded**, and another consultation fee will be charged when rescheduling the appointment.
- The fee is charged directly to the patient and is due prior to another appointment being scheduled.
- As a courtesy, we make reminder calls for all appointments. However, if we are unable to reach you and you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our office and we may be able to waive the No-Show fee. You may contact Fedok Plastic Surgery at (251) 943-6003.