



Orna Fisher, MD * Board-Certified Plastic Surgeon
Palo Alto, CA
(650) 321-7100

OFFICE POLICY

- **Quotes will be honored for 3 months.** There may be uncontrollable increases in costs of supplies, operating room, and/or anesthesia fees. All post-operative follow up visits are included in your quote.
- **We have financing options** to assist you.
- **Accepted forms of payment:** Cash, all major credit cards, cashier's check, medical financing. (Additional bank fees are incurred for credit card and financing)
- **Scheduling Fee** – There is an \$800.00 non-refundable fee that is applied toward your surgery. Your surgery day can be rescheduled for up to 30 days before surgery, on 1 occasion only in order for this fee to still apply toward your new surgery date. If you reschedule again, a new fee is required.
- **The remaining balance for surgery must be paid for in its entirety at your pre-operative appointment or up to 10 days prior to the surgery date.**
- **You may make up to 3 installment payments to the office prior to surgery instead of the typical \$800 deposit followed by the entire remaining balance.** However, if you choose to do this, any payments made to the office where there is still a remaining balance, become **non-refundable**.
- **Tests and studies-** Labs are required before your surgery. You are responsible for the cost of these labs. There may be other necessary tests such as mammograms, other radiology, or pathology done before or after surgery. You are responsible for those fees. Sometimes insurance covers them and sometimes not.
- **Post-operative medications-** The costs of your medications are not included in the fees quoted. You are responsible for paying for your medications. Insurance plans generally cover this, but not always.
- The procedure fee is for the performance of the agreed-upon operation. Results and satisfaction cannot be guaranteed. **There are no refunds.**
- **Cancellation Policy** – Situations may arise that would lead you to cancel your surgery. Without adequate advanced notice this affects the Surgeon's schedule, Anesthesiologist's schedule, and Operating Room schedule making it too late to schedule that time for someone else. Therefore **any last minute cancellations of 5 days or less will result in forfeiture of 50% of the total payment of surgery.**



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- **Revision Surgery Policy** –There are general risks to any surgery, including but not limited to bleeding, infection, delayed healing, wound separation, poor scarring, numbness, asymmetry, unsatisfactory results, and need for further surgery. Although we cannot guarantee your outcome, our goal is that you are happy with your results. Therefore, if you and Dr. Fisher deem a revision procedure appropriate within 6 months of your original surgery, the procedure will be performed at a lower rate as follows:
 - If the procedure can be done under local anesthesia, there is no procedure fee. You will only be responsible for the cost of the room and supplies.
 - If the procedure must be done in the operating room, there will be no procedure fee. You will only be responsible for the anesthesia and operating room fees.
 - There are limits to what revision surgery can accomplish, and only 1 revision procedure can be done at the reduced rate. After this, surgery fees would apply as with any new procedure. The reduced rate applies for up to 6 months after the original surgery date. After this, a new quote for surgery fees would apply. The cancellation policy as above applies to all procedures.
- **Cosmetic surgery is not covered by insurance.** Insurance claims cannot be submitted for cosmetic procedures.
- There is a \$30 charge for filling out FMLA or disability paperwork.

ACKNOWLEDGEMENT

I hereby acknowledge that I have read this Office Policy.

Signature: _____

Printed Name: _____ Date: _____