

What to Expect at Your Consultation

We believe you need to be well-informed about the actual procedures, the processes of preparing for and recovering from cosmetic and reconstructive surgery. Choosing a surgeon is an intensely personal decision. We encourage you to take time to question the physician and her team—we believe the formation of a personal bond is an integral part of the surgery and healing process.

Because all plastic surgery carries some risk, you should take the time to become informed. For many, that process begins with asking friends and family who have experienced cosmetic or reconstructive surgery. Two resources for patients seeking to learn more about cosmetic and reconstructive procedures are:

- American Society of Plastic Surgeons (ASPS) - www.plasticsurgery.org This is an excellent resource to patients as it provides descriptions and educational animations about cosmetic and reconstructive procedures.
- The American Society for Aesthetic Plastic Surgery (ASAPS) – www.surgery.org This resource provides general information as an introduction to various cosmetic plastic surgical procedures.
- Our picture book containing before and after pictures is also available.

On the day of your appointment, please plan on spending **1-1 ½ hours** at our office. The physician will meet with you about your concerns and your personal goals. She will then examine you and base her opinion on how to achieve your goals using best practices – how each recommended procedure will affect you.

During the consultation, our nurse will photograph the specific areas of interest to aid in surgical planning and to document your pre- and post- operative surgical results. At the time of your consult, our nurses will discuss any services available at The Waldorf Center that you may have expressed an interest in. Your visit also includes a complimentary skin evaluation by one of our licensed aestheticians. Be sure and ask to consult with one of our aestheticians. The Spa at The Waldorf Center provides specialty facials, massages, and medical skin care products for at home use.

Following your visit with the surgeon, you will meet with our Patient Relations Coordinator to discuss fees associated with the suggested procedures. Your quote will be good for six months following the initial exam. If you have specific surgery dates in mind, we will assist with finalizing plans to accommodate your schedule. If you are still in the information gathering phase, we trust our information will assist you in making a sound decision. Your consultation includes a follow-up call to discuss further questions or concerns. Whether you have additional medical questions, or financial concerns, always feel free to contact us with your concerns.

The consultation process and the information you obtain from that consult is to help acquire the information you need to make an informed decision. Quality, results, and the overall experience of plastic surgery begin first and foremost with you, the patient, and it is our goal to help you not only love the results of your surgery, but also enjoy the process.

Payment of Services

If, based on the physician findings, the procedure could be covered by your private insurance; we will initiate the pre-authorization process by supplying your third-party payer with medical documentation to determine medical necessity. Although verifying insurance coverage is part of our process, it is your responsibility to work with your insurer and become familiar with your individual plan requirements.

The cost of a cosmetic consultation is \$50, payable following your visit. If you are an established patient of The Waldorf Center, cosmetic consultations are complimentary. If the physician has determined that the visit is billable to your insurance company, we will only collect the co-pay for that service. Once we have been paid by your private insurance, we will bill you for any applicable balance. We accept cash, personal check, VISA, MasterCard, Discover, and American Express. Please stop at the checkout counter after your appointment.

The Waldorf Center for Plastic Surgery offers **Care Credit** financing. We will provide that information at your visit.

Once you are ready to schedule your cosmetic or reconstructive surgery with our facility, we will require a deposit of 50% of the surgeon fees, payable to The Waldorf Center. The remaining fees are due in full at your pre-operative visit. Those fees include the remaining 50% of the surgeon fees; the total facility fees payable to the Wilshire Surgery Center, and the anesthesia fees payable to Oregon Anesthesia Group. All fees are to be paid in full prior to the day of surgery.

If you have additional questions or concerns regarding financial matters, ask to speak with the business manager.

Insurance Plans

We accept most private insurance plans for non-cosmetic services. It is your responsibility to contact your insurance company prior to your appointment to ensure your visit will be covered and that all necessary referrals are in place. Please bring your insurance card with you to your appointment so we can make copies for our files.

Our staff cannot be responsible for determining your out-of-pocket expenses. Please become aware of your personal deductibles, out-of-pocket limits, co-pay amounts, etc. so that you are not surprised when you receive your explanation of benefits from your insurance company. Once insurance payment is received, the balance owing will be due and payable unless prior financial arrangements have been made.

Appointment Cancellations

We understand that a situation may arise and you may not be able to make your scheduled appointment. Cancellations require a 24 hour (one business day) advance notice to avoid a no-show fee.