



Business/Financial Practices

What to Expect at Your Consultation

We believe you need to be well-informed about the actual procedures, their 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 the clinical 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** (www.plasticsurgery.org)
- **American Society for Aesthetic Plastic Surgery** (www.surgery.org).
- Before and after pictures are available at your consultation using our TouchMD system or picture books.

Once you schedule your appointment, you will receive an email with a link to our confidential medical record. We ask that you complete the medical history prior to your arrival. If that is not possible, the input can be complete at the kiosk in our waiting room. Please arrive at least 15 minutes prior to your appointment if you need to complete the medical history. Plan on spending 1-1 ½ hours at our office. As much as we all love children, the consultation is not the place for them.

The physician will meet with you about your concerns and your personal goals based on your life style. 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, one of our clinical team will photograph the specific areas of interest to aid in surgical planning and to measure your pre- and post- operative surgical results. At the same time, they 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 see one. The Spa at The Waldorf Center provides specialty facials, chemical peels, massages, and medical skin care products for home use.

Following your visit with the surgeon, you will meet with our Patient Care Coordinator to discuss fees associated with the suggested procedures. 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. The 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 the patient care coordinator 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; because 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. Once you determine that we need to move forward with obtaining pre-authorization for a service, your visit must be billed to that insurance carrier. We will also verify coverage to include determining out of pocket expenses. 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 at 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 balances. We accept cash, personal check, VISA, MasterCard, Discover, and American Express. Please stop at the checkout counter when you depart.

The Waldorf Center for Plastic Surgery offers both **Care Credit and Alphaeon Credit** for financing of services greater than \$200. We will provide that information at your visit.

Once you are ready to schedule a cosmetic surgery with The Waldorf Center, we will require a \$2,000 deposit to save the date. The remaining fees are due in full at your pre-operative visit which is usually two weeks prior to the surgery. Fees due include the remaining Waldorf Center surgeon fees; the total facility fees payable to Wilshire Surgery Center (WSC); and the anesthesia fees payable to Oregon Anesthesia Group (OAG). All fees are to be paid in full prior to the day of surgery. Down payments are waived if using one of the financing options with Care Credit or Alphaeon. 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.

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 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.

We will bill primary and secondary insurance companies. Please provide us with complete and accurate information, as well as any changes to your address, telephone number or employer. If your plan requires referral from your primary care physician, it is your responsibility to initiate that. Lack of a referral could result in patient responsibility for service requested that day. Your insurance contract is between you and your insurance carrier – understand the requirements mandated by them to ensure a smooth transaction for all.

As a recipient of services through The Waldorf Center for Plastic Surgery, you are legally responsible for all charges. You may have other means of payment, such as insurance, other third party reimbursement source, or financial agency, but you are responsible for your entire bill.

Appointment Cancellations

We understand that situation arise to where you cannot make your scheduled appointment. Please call our office within 24 hours of the appointment to avoid a no show charge.