

Fleming Island Plastic Surgery Policies

Payment Policy

For all cosmetic patients during your visit, you will be given a fee estimate for your proposed aesthetic procedure(s). This quote will include fees for the Surgery Center and fees for the Anesthesiologist, as well as any special equipment fees or Assistant fees. Please note that Dr. William A. Wallace's portion of the quote is good for 30 days only. If you choose to schedule the procedure more than 30 days in the future, it is possible that the fee will be different than the original quote. The Surgery Centers control their own fee schedules and may increase their fees at any time.

Payment for surgery may be made by cash, major credit card, or cashier's check. We also offer patient financing through CareCredit® and ALPHAEON®.

Payment of non-surgical treatments such as BOTOX®/XEOMIN, Fillers, laser treatment, SkinPen treatment and peel treatments are made at the time of service by cash and debit/credit card.

Payments can also be made with CareCredit/Alphaeon (if the total is \$200 or more)

Regarding procedures that may or may not be covered by medical insurance, there may be situations in which part of your surgery would be considered functional or medically necessary. In that case, your insurance may pay a portion of the surgery fee, if we are in network with your insurance. If the surgery center is a Preferred Provider, you will be responsible for your deductible and copayments for the operating room & anesthesia, as well as payments for the cosmetic portion of your procedure.

Purely cosmetic services will not be billed to any third-party insurer.

Our office requires a non-refundable scheduling Fee equivalent to 10% of the total surgery cost (or a minimum of \$500) to guarantee your surgery date & time. Surgery fees are to be paid in full at your Pre-Operative appointment.

Neither Fleming Island Plastic Surgery nor Dr. William Wallace are responsible for refunding any surgical fees or rescheduling fees that result from a patient's non-compliance. The failure to follow pre-surgical instructions includes nicotine, alcohol, drug use, failure to avoid or to take specific medications as instructed, and failure to follow day of surgery instructions.

- Cancellation up to 14 days prior to your procedure date will result in a 25% loss of all fees paid or a 10% rescheduling fee.
- Cancellation within one week (7 days) of your procedure will result in a 50% loss of all fees or a 20% rescheduling fee.
- If you cancel 48 hours or less from your procedure date, you will forfeit 100% of all fees.

[These do not apply to illness related cancellations where a Doctor's note is provided.](#)

In the event, that Dr. Wallace feels that a revision or touch-up is necessary, you the patient will be responsible for additional fees.

These fees may include: Surgeon Fee, Facility, Anesthesia, and any additional supplies. The same cancellation policy mentioned above will also apply. We encourage you to contact our office staff for any questions that you may have, so that this policy may be clarified for you prior to scheduling any procedures.

Fleming Island Plastic Surgery Policies

Cancellation Policy

Medical Appointment Cancellation/No Show Policy

When you schedule an appointment with Fleming Island Plastic Surgery, we set aside enough time to provide you with the highest quality 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.

- A \$100 non-refundable appointment reservation fee will be taken at the time of scheduling all new patient surgical consultation appointments
- Any patient who fails to show or cancels/ reschedules an appointment and has not contacted our office with at least 24 hours' notice will be considered a No Show and will be responsible to pay another \$100 appointment reservation fee for the surgical consultation in order to reschedule.
- New Patients with two or more No Shows or cancellation/ reschedules without a 24-hour notice will not be rescheduled again.
- Established patients with 3 or more No Shows or cancellation/reschedules without a 24-hour notice may be dismissed from Fleming Island Plastic Surgery.

Office Procedure Cancellation Policy

Scheduling of in-office procedures requires careful planning and coordination. In addition, special medical instrumentation is prepared and sterilized for each individual procedure. Therefore, please understand the importance of respecting our Cancellation Policy which entails the following:

- Payment for certain procedures will be taken at the time of scheduling to secure your appointment.
- Cancellations three (3) days prior to your procedure{s} will result in a charge to your account of 50% of that procedure.
- Cancellations (or simply Not Showing) on the day of the procedure, will result in a charge to your account of 100% of that procedure.
- Cancellations of certain procedures will result in a minimum of a \$500 inconvenience fee.
- Cancellation/Reschedule of a procedure/surgery due to a positive nicotine test will result in a 10% rescheduling fee or dismissal from the practice after (2) failed nicotine tests and an inconvenience fee of 50% of that procedure.
- All balances must be made prior to scheduling any future appointments.

Surgical Cancellation Policy

Neither Fleming Island Plastic Surgery nor Dr. William Wallace are responsible for refunding any surgical fees or rescheduling fees, and reserve the right to deem a patient non-compliant for surgery, in which the cancellation/rescheduling fees will also apply.

A patient is considered non-compliant for the following: Failure to follow pre-surgical instructions includes nicotine, alcohol, and drug use. Failure to avoid or to take specific medications as instructed, and failure to follow day of surgery instructions.

- Cancellation up to 14 days prior to your procedure date will result in a 25% loss of all fees paid or a 10% rescheduling fee.
- Cancellation within one week (7 days) of your procedure will result in a 50% loss of all fees or a 20% rescheduling fee.
- If you cancel 48 hours or less from your procedure date, you will forfeit 100% of all fees.

Cancellation/Rescheduling fees do not apply to illness related cancellations where a Doctor's note is provided.

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 Manager, who may be able to waive fees. You may contact Fleming Island Plastic Surgery 24 hours a day, 7 days a week at 904-990-3477. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message or text our office.

Fleming Island Plastic Surgery Policies

Non-Smoking Policy

At Fleming Island Plastic Surgery, we do everything we can to ensure that your surgical journey is as safe and effortless as possible.

To achieve your best possible results, we require that every patient be completely nicotine free for at least one month prior to their procedure and one month after.

This policy is set with our patients' best interest in mind and holds true regardless of whether this is a local procedure, or a procedure performed under general anesthesia.

You will be required to provide a urine sample to test for nicotine at the day of your pre-operative appointment as well as the day of your procedure/surgery.

If you test positive, your surgery will be canceled, and you must test negative before we can reschedule your procedure.

- **Each test taken thereafter will be patient responsibility at \$25.00 a test and there will be a 10% rescheduling fee added to the cost of your procedure.**
- **If a nicotine test is failed twice it will result in dismissal from the practice and an inconvenience fee of 50% of that procedure.**
- **If a procedure must be canceled due to a positive test result, all surgical cancellation fees still apply with the possibility of a rescheduling fee.**

Please be cautious as nicotine patches, gums, hookahs, and vapes that are not set to 0% nicotine, will all cause you to test positive.

Fleming Island Plastic Surgery Policies

Email and Text Policy

Due to the changing world of healthcare and technology, Fleming Island Plastic Surgery (FIPS) has the ability to provide our patients with certain types of information via e-mail and/or text messaging. Types of communication patients will receive, but not limited to include:

- **Appointment reminders**
- **Medical record updates**
- **Pre/Post healthcare**
- **Upcoming events/closings**
- **New healthcare services**
- **Any other information FIPS sees valuable to patients**

FIPS believes strongly in protecting the privacy of our patients. Our patients' personal information is only used as a way to communicate with you. FIPS does not share the names, e-mail addresses, and/or telephone numbers of patients with any other company, or with any other individual. FIPS follows all HIPPA rules and regulations.

If you wish to opt-out of emails and/or texts, please let FIPS know by contacting us at 904-990-3477 by text or phone.

FIPS Patient Portal

All new FIPS patients must set up a patient account and complete their medical history through our secure patient portal prior to their first appointment. It is important for the patient to remember their login information when creating their account.

If a patients wishes to review their medical history with FIPS or upload additional information to their medical records, we request the patient to visit their patient portal below.

<https://www.mypatientvisit.com>