

Office and Financial Policies

Janjua Facial Surgery provides patients with a safe, comfortable environment in which to receive the best cosmetic care. For that reason, we have the following practice policies:

Consultation Fees:

Our consultations are complimentary for all cosmetic patients. Medical patients will be charged an office fee as per your insurance plan. There will be a \$150.00 consultation fee withheld in the case of surgery being cancelled four weeks prior to surgery. ***Please reference Cancellation Policy for Surgery below.***

Additionally, in the case of habitual cancellation or no-shows (2 or more), a \$150.00 fee will be charged.

Booking and Cancellation Policy for cosmetic and medical procedures:

Our staff takes pride in the appropriate reservation of your procedural date and time. Our priority is to schedule procedures that can be attended to with the utmost care. We understand that unplanned issues can come up and you may need to cancel an appointment. If you are unable to maintain your scheduled appointment, we kindly request that you provide us with at least 48 hours advance notice. This courtesy on your part will allow another patient to accept your appointment time.

Cancellation Policy for Surgery Patients:

Scheduling surgery requires careful planning and coordination between our staff, operating room time and surgeon's schedule. We must turn down every other patient who wants surgery on the day and time we have reserved on your behalf. Therefore, please familiarize yourself with our "Four Week Cancellation Policy", which entails the following:

1. If you would like to cancel your surgery prior to four weeks before your surgery date, we will refund your deposit minus a \$150.00 consultation fee. If you reschedule your surgery prior to four weeks before your surgery, the deposit will be applied towards your surgery balance.

2. Canceling or rescheduling 14-28 days prior to your surgery/procedure will result in a 25% loss of all surgery fees.
3. Canceling or rescheduling 7-13 days prior to your surgery/procedure will result in a 50% loss of all surgery fees.

If surgical delays are incurred on the day of surgery due to reasons of non-compliance (presenting late for surgery, missing flight, etc.) then the patient will be responsible for any additional charges incurred because of this delay or even be subject to surgical cancellation as above if surgery cannot be performed as scheduled due to above non-compliance.

Health-related or personal unforeseen emergencies exceptions to this policy are the only circumstances accepted and will require a note from your physician detailing the reason for health-related cancellation purposes. Notification of cancellation must be received within at least three weeks of planning surgery, however, emergent reasons for cancellation within three weeks of surgery may be accepted under rare circumstances under Dr. Janjua's discretion.

A 20% deposit is required to secure a surgery date and is due at the time when blocking the surgical date. All fees for the surgery must be paid in full two weeks prior to surgery date. If full payment is not made with the two weeks prior to surgery, we have the right to cancel your surgery and will result in a 25% loss of all surgery fees paid to date.

You may pay by cash, check, credit, CareCredit, Cherry Financing, Zelle or debit card.

Any charges incurred by our office for any outstanding balance including attorney fees will be patient's responsibility.