

## CANCELLATION POLICY

When you ask us to schedule surgery for you, we must do several things (long before the day of your surgery), including, but not limited to:

- Reserve the operating room.
- Secure the necessary professional staff (nurses and surgical technicians) who will be needed, and/or provide coverage to free them up from their other responsibilities.
- Arrange for anesthesia coverage for your procedure. We are obligated to pay these medical professionals for this reserved time, whether your procedure is done or not.
- Order and pay for any surgical supplies and/or implants needed for your surgery.
- Prepare the required equipment and sterilize the necessary instruments.
- We must turn down every other patient who may also want surgery on the day and time we have personally reserved for you
- We also pay the office staff to ensure all the above is done for you, which can take them time. At times, the office staff goes to great measures to accommodate patients and their desired surgical dates, under the expectation that patients will uphold their requests.

Because of these financial and time commitments we must take, we ask that you be definite about your desire for surgery and be certain that you have the funds available before asking us to schedule your surgery.

## CANCELLATION TERMS

- If it becomes necessary for you to cancel your surgery within 2 weeks (14 days) of a scheduled surgery date, you will lose your 20% deposit, which will be charged as a cancellation fee.
- If you are rescheduling, you will be required to pay a new 20% deposit.
- If it becomes necessary for you to cancel your surgery within 1 week (7 days) of a scheduled surgery date, you will lose your 20% deposit, which will be charged as a cancellation fee, plus \$1,000.
- If cancellation is requested within 48 hours of your surgery, a total cancellation fee of 50% of the total price of the procedure will be charged.
- If you fail to follow our instructions in preparation for surgery and this is discovered on or near the scheduled date, Dr. Hilinski reserves the right to cancel your procedure and the above cancellation penalties will apply, including the additional rebooking deposit for a future date. Examples of this are patients who are told to stop smoking, yet continue to do so and arrive at the center with obvious scents of smoke. Another example is patients who fail to disclose certain medications they were (or were not) taking.
- If you took any blood thinning medications and/or supplements within 2 weeks of surgery, preventing Dr. Hilinski from performing your procedure in a safe manner, the above cancellation penalties will apply, including the additional rebooking deposit for a future date.

## FINANCING YOUR SURGERY

- If you are financing your surgery, do NOT request to reserve a surgery date unless you are absolutely certain you want to have surgery.
- In the case of financing, when you ask us to reserve a surgery date, the entire surgical fee will be processed

through your financing company.

- If you later decide to cancel your surgery (even with more than 2 weeks notice), we will attempt to refund/reverse the transaction; however there may be transaction fees, which cannot be refunded.
- If you cancel within 2 weeks (14 days) of your surgery date, the above cancellation penalties will apply.

### **RESCHEDULING SURGERY DATE**

- If you request us to change your surgery date, it creates an immense amount of work for our staff and inconvenience to other patients - who must now rearrange their appointments in order to accommodate your changes.
- If your request to change a surgery date is made with more than 2 weeks notice, we will do our best to accommodate your request.
- If your request to change a surgery date is made with less than 2 weeks notice, there will be an additional rebooking deposit of 20% of the total surgical fee, which must be paid before we can reschedule your surgery date.
- If you change your surgery date less than 1 week before your surgery date, the 20% rebooking deposit will be doubled.

### **QUESTIONS?**

Call our offices at (619) 296-3223 if you have any questions or concerns.