

Elevate Plastic Surgery

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Fees and Policies Agreement

Overview

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A. Summary of Fees

Consultation

OHIP-covered services: consultation fees are covered by your OHIP. As such, please bring a validated health card and ensure that the version code is up-to-date.

A cosmetic consultation fee is \$200 + HST, which can be paid in full by credit card or e-transfer either at the time of scheduling, or at the time of consultation. A valid credit card or other form of payment is required.

B. Non-surgical Fees

Pricing for injections like Botox or fillers will vary depending on what is required. A treatment plan will be developed between your provider at the time of consultation to ensure goals and expectations are met.

C. Surgical Fees and Booking Policies

1. Quotes are outlined to reflect the:
 - Surgeon's fee
 - Anesthesiologist's fee
 - Surgical assistant's fee
 - Operating room and equipment fees
 - Any additional items (e.g. garments or implants)
 - Cosmetic procedures are taxable (HST is collected on the fees)

2. Quotes are valid for 6 months from the date of consultation and may be subject to change thereafter.
3. We accept e-transfer, credit cards (no Mastercard), certified cheques, bank drafts, and cash. If you decide to e-transfer, we will provide you with the e-mail to transfer to. Cheques or bank drafts should be addressed to Dr. Celine Yeung Medicine Professional Corporation (for Dr. Yeung) or to Dr. Mary-Helen Mahoney Medicine Professional Corporation (for Dr. Mahoney).
4. Upon booking a non-OHIP surgical procedure, we require a deposit to secure the operating time. The deposit is 25% of the total fee.
5. Payments can be made in installments if requested. **If you decide to make installments, please note that 25% of the fee is due at the time of booking and the final payment needs to be made 2 weeks prior to your surgery date.**
6. Revision Surgeries: on occasion, a secondary procedure may be offered to revise, optimize or complete your outcome. Further costs including facility, anesthesiology, equipment and surgeon's fee may be required.

Please initial to demonstrate that you understand and agree with this policy _____.

D. Confidentiality Agreement and Communication policy

1. Maintaining strict patient confidentiality is of utmost importance to our team. If patients decide to contact or communicate their thoughts or concerns through other methods of email communication e-mail, we cannot guarantee that the information they share in the corresponding e-mails will be kept confidential. If patients decide to use this method of communication, then there is implied consent and understanding that their healthcare information can be discussed on this forum.

Virtual care encompasses any form of communication that occurs remotely. There are risks, benefits and limitations associated with virtual care. There may be times when virtual care may be the most appropriate modality of care and communication but there may be clinical limitations. In person follow-up may still be required.

Please initial to demonstrate that you understand and agree with this policy _____.

E. Cancellation, Re-scheduling, and No-Show policy

Consultation and follow-up appointment cancellation

- A dedicated in-depth consultation involves a thorough review of not only your past medical or surgical history, but also your goals and expectations. During this time, your surgeon will develop a shared treatment plan with you to ensure these needs are met. Not showing up for your appointment or re-scheduling 24-48 hours before affects not only the surgeon's time but also takes away from other patients.
- Cancellations or re-scheduling must be made 2 days in advance. Otherwise, there is a rescheduling fee of \$100+ HST.

No show Policy

- Whenever a patient does not show up for their appointment, it prevents another patient who requires care from receiving it. Not showing up for your appointment will be subject to a fee of \$100 + HST

Surgical Cancellation

- Once your surgery is booked, arrangements are made well in advance to reserve the operating room, equipment, nursing, surgical assistant, and anesthesia staff on your behalf.
- Cancelling a procedure incurs operating costs for everyone involved, including all the peri-operative staff, OR nurses, anesthesiologist, assistants, and surgeon. As such, processing fees may be applied should you decide to cancel your surgery to help offset these operational costs.
- The booking deposit is non-refundable. If you cancel 4 or more weeks before your surgery, a full refund, less the deposit, will be provided. If you cancel 2-4 weeks before your surgery, a refund of 50% of the total fee will be provided. There will be no refund if you cancel less than 2 weeks of your surgical date.

Please initial to demonstrate that you understand and agree with this policy _____.