



**Jeffrey D. Hoefflin, M.D., FACS, FICS**  
**Plastic and Reconstructive Surgery**  
**Diplomat, The American Board of Plastic Surgery**

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**PAYMENT AND CANCELLATION POLICY**

We accept major credit cards, cashier's checks, bank orders, and cash. We can accept a personal check, but they must be received a minimum of 4 weeks prior to surgery to allow time for them to be processed.

Dr. Hoefflin understands that situations may arise that could force you to postpone your surgery. Please understand that such changes affect not only your surgeon, but other patients as well. Dr. Hoefflin's time, as well as that of the operating room staff, is a precious commodity and as such, they respectfully request your courtesy and concern.

If you need to cancel your surgery 10 business days or more prior to your surgery, you are entitled to a full refund. Cancellations made 7-9 business days prior to your surgery will be refunded your full payment minus \$1500. Cancellations made 5-6 business days prior to your surgery will be refunded 50% of the total payment paid. Cancellations made 4 business days or less prior to your surgery will not be refunded any monies. All refunds for credit card payments will be subject to a 4.0% processing charge and will be subtracted from the refund. Any refunds will be sent within 6 weeks of cancellation via a check.

Dr. Hoefflin and his staff take great care and effort to provide their patients the best care and the best results that be accomplished through surgery. However, due to variables in healing, pre-existing medical conditions, prior asymmetries, and other factors, you and your surgeon may decide that a "touch up" or revision procedure may be desired. These revision procedures may not be a complication, but are further procedures that are being performed to optimize your results. Dr. Hoefflin desires the best possible aesthetic result for his patients, and if a touch-up procedure is necessary, his aim is to minimize your financial burden. Dr. Hoefflin has clearly expressed that I am financially responsible for any postoperative complications, including surgeon's fees, as well as additional fees incurred by the operating room and the anesthesiologist. I feel these complications have been explained to me in a clear and understandable fashion.

Dr. Hoefflin has found that consistent communication between the patient and their surgeon and maintaining frequent contacts with your doctor after surgery often minimizes concerns and allows for the optimal medical management of any healing irregularities. I have had adequate time prior to the procedure in having all of my concerns and questions answered to my level of satisfaction.

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**PRINT Patient's Name**

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**Patient's Signature**

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**Date**