

Dear patient,

In an effort to make sure that we can accommodate each of our patients in a timely fashion, as well as continue to offer the upmost care for our patients, please review the following information on office policies.

All appointments must be canceled prior to 48 hours to avoid a \$40.00 cancellation fee. If for any reason an appointment is canceled the same day as scheduled, or a failure to show for the appointment, there will be a \$75.00 fee charges to the patient. Please make sure to confirm your appointment via phone at 248.258.5100, by text, or by email at appointments@drellen.com.

For any in office procedures, a failure to show for the procedure, or a same day cancellation occurs, will result in a \$500.00 cancellation fee regardless if it is to be billed to your insurance company. This fee is to cover the cost of the medical supplies that can no longer be used due to our strict health and safety standards.

For surgical procedures performed at one of our surgical centers, please refer to your patient surgical consents.

For any at home skin care retail item purchased, you may choose to return the item with a full refund within 7 days of purchase and the item is unopened (excluding Latisse).

For all other items of purchase, you may return the unopened goods within 7 days of purchase and receive a house credit that can be applied to other procedures and services, pending management approval.

Sincerely,

Dr. Ellen and Staff