



Thank you for trusting JEV Plastic Surgery & Medical Aesthetics. We are truly honored that you choose us for your aesthetic services.

When scheduling with us, please remember that our providers have reserved this time exclusively for you. We understand that unanticipated events happen occasionally in everyone's life. In our desire to be effective and fair to our employees and our patients the following policies have been put into place.

We hope you can understand that appointments are high in demand, and your early cancellation will give another person the possibility to have access to that time slot.

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If you are unable to make it to your appointment, we kindly ask for a minimum of 48 hours notice. This gives our providers time to contact and schedule any patients that may be on a waitlist, allowing us to better serve everyone.

- Cancellations made within 48 hours of a treatment will result in a \$50 charge
- Cancellations less than 24 hours before a treatment will result in 50% of the scheduled treatment for that day
- No-show appointments without notice may be subject to 100% of the cost of the treatment
- Any fees must be paid prior to your next scheduled appointment if we are unable to charge the card on file
- Cancellations for consultations less than 48 hours will be charged an additional consultation fee to be rescheduled
- Late Arrivals: If you arrive late, your appointment may be shortened in order to accommodate others whose appointments follow yours. If you are more than 10 minutes late we may need to reschedule your appointment to another date/time.

In order to help remind you of appointments:

- You will receive a text reminder 72hrs in advance
- If we see you have not responded to the text, you will receive another text and a phone call 48hrs in advance with a reminder of the policy.
- We will call again with a final reminder 24hrs in advance if we still have not received communication from you.

We do understand that in rare cases an emergency may occur. In those situations management will decide how to proceed on a case by case basis.

To cancel an appointment, please call our office 9:00 am through 5:00 pm at (410) 484-8860, send a message through your portal or e-mail [info@jevps.com](mailto:info@jevps.com).