



Patient Rights

Avé Medical Laser Clinic is committed to providing you with state-of-the-art service. You will be treated in a safe, professional, and confidential environment. You have the right to be educated on all treatments discussed with you to make an informed decision. You are encouraged to ask questions and expect clear, honest answers. You have the right to be informed of the training and credentials of Dr. Paula Hicks and the staff delegated by Dr. Hicks to perform your treatment. You are responsible for providing complete and accurate health information and cooperating fully in pre and post instructions. It is also your responsibility to return for all post-treatment appointments to ensure your best outcome.

The Avé Medical Laser Spa staff is very dedicated to your privacy and must follow the same HIPPA laws as any medical office. We want you to know your privacy is essential to us and cannot be discussed outside of our facility with friends or family without your written release.

Cancellation / Late Policy

We will always try our best to accommodate you if you're running late for your appointment. However, your tardiness can affect the appointment time of other patients who come in on time. For this reason, we have set a few general ground rules for such situations. Clients will generally be allowed a 5–10-minute grace period. Arrival fifteen minutes or more after your treatment time will be considered a "no show," and the no show fee will apply. Please always call if you know that you are going to be running late for your appointment. You must know late arrival may shorten your treatment time. We will always try to accommodate your complete treatment as best as our schedule allows. If not, you may have to forgo parts of the service to keep it in the time allotted for you.

As a courtesy to our staff and other patients, please allow 24-hour notice for cancellations and rescheduling requests. If you are scheduled for a surgical procedure, we require cancellation notice two weeks prior and know that your payment is **non-refundable**. This way, we will be able to accommodate patients on our waiting list. We do, of course, understand that unavoidable circumstances come up, and we will do our best to work with you in case of an emergency, etc. **We require a valid credit or debit card on file. This card will only be charged a \$50 fee for no shows and cancellations less than 24 hours. If you have more than 1 "no show," you will be required to put down a \$50 non-refundable deposit upon booking your next appointment.** As a courtesy, we will send an appointment confirmation 24 hours before your appointment. If we must leave a message or we cannot reach you, please understand that it is your responsibility to remember your appointment dates and times to avoid missed appointments and fees. You are always welcome to call and double-check any appointments if you're unsure. Again, please remember that your appointments are reserved for you & only you. These policies allow us the opportunity to alert our standby patients of any openings, therefore allowing us to provide the best service possible. We very much appreciate your business and compliance with our policies.

Patient Signature

Date