

# miami skin + vein

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## WHAT TO EXPECT

We work hard to make sure you have the best experience possible. Here is an overview of what to expect.

### Scheduling Appointment

Someone from our team will schedule your appointment on a day and time that works for you. Dr. Patel is available for appointments 5 days a week. The office is open 9:00 AM-5:00 PM to make it easier for you to schedule your visits around work and family responsibilities. New patient consultations are scheduled 9:00 AM-3:00 PM and established patient procedures are scheduled 9:00 AM-4:00 PM.

### Appointment Deposit

We require a \$100 appointment deposit for established patients and a \$200 appointment deposit for new patients to schedule an appointment. This deposit can be applied to the consultation fee or a treatment or skincare purchase within a 30-day window after your visit.

If you are unable to make your appointment, please call at least 24 hours in advance and during regular business hours. Monday appointments must be cancelled before 5:00 PM on the Friday prior to the appointment. **Failure to cancel in a timely manner will result in loss of your deposit.** If you are more than 15 minutes late to your appointment, you may be asked to reschedule the appointment and will lose your appointment deposit.

Once the appointment is scheduled, you will receive reminders of your upcoming visit by text, email, and phone. We ask that you confirm your appointment in advance to prevent unnecessary messages.

### Paperwork Prior to Visit

You will be asked to fill out some brief paperwork and we will send you a copy of our Clinic Policies and Privacy Notice to sign via text using Klara, a secure electronic patient communication platform. It is important that you complete the paperwork prior to your visit so the full appointment time is available for consultation with the doctor. If not, we will perform the consultation part of the visit, but you may be asked to schedule the procedure at another date and time.

### Day of Visit

We ask you to arrive early for your appointment. Please review directions to our clinic on Google Maps. Complementary parking is available in our building.

Please come to the clinic without makeup on your face. If you come with makeup, you will be required to remove it from your face before the doctor sees you for consultation and this can take time away from your scheduled appointment.

We hope you feel instantly at ease in our comfortable, calm, state-of-the-art facility. Someone will greet you with a warm smile. New patients must present a valid government issued photo I.D. prior to being seen.

One of the team members will take photos of your face. Photos are required as part of the consultation. Photos are securely stored as part of your electronic medical record. We will not use your photos for marketing purposes without permission so please do not worry about this.

Our compassionate and highly skilled medical assistants will then escort you to a private examination room and will remain by your side for the duration of your treatment. All our assistants have years of experience in cosmetic dermatology and facial aesthetics.

During your initial consultation, Dr. Patel will spend 30-45 minutes performing a complete cosmetic evaluation, understanding your concerns, offering some insights, and developing an individualized treatment plan.

Once the consultation is complete, the medical assistant will present you with the recommended treatment plan and cost. You may begin the treatment plan on the day of consultation if time permits. Most procedures require the application of topical anesthetic which can take 30-60 minutes. Dysport does not require this. Please plan up to 2 hours for your initial visit.

The doctor will make sure you are comfortable and that all your questions are answered. Before you leave the clinic, the team will see that all your follow up appointments have been scheduled and address any questions or concerns you may have. We highly recommend that you schedule your next visit prior to leaving the clinic. This ensures continuation of the treatment plan or regular maintenance of achieved results.