

Surgery Center of Potomac Cancellation Guidelines

In efforts to avoid cancellations, **all** required preoperative studies and history and physical must be submitted **no less than 10 business days** prior to the surgery date. This is required to allow anesthesia to perform a thorough review of the patient's medical file and determine if further testing, clearances, and/or alteration of the patient's medication regimen is needed. Failure to submit all preoperative studies within the above timeframe may result in the patient's surgery being postponed to a more appropriate date and will be subject to a \$500 non refundable cancellation fee (please see asterisk below). However, if all preoperative studies have been submitted on time (10 or more business days prior to surgery) and the anesthesia provider determines that the patient requires additional testing and/or clearances, the patient **may** be rescheduled to a more appropriate date and will not be subject to a cancellation fee.

In addition, all of the following situations will result in the cancellation of a procedure and be subject to a \$500 nonrefundable cancellation fee:

- A. If the patient cannot be reached by Surgery Center of Potomac to receive preoperative instructions up to one business day prior to their surgery date. We will reach out to the surgeon and their assistants in the event that their patient cannot be reached.
- B. If a responsible adult is not available to drive the sedated patient home following discharge and/or available to care for the patient for 24-48 hours after surgery.
- C. If a parent or legal guardian does not accompany a minor patient and is not able to remain at the center while the procedure is being conducted.
- D. If the patient has not paid the facility fee **in FULL** the day prior to surgery start and is not a candidate for insurance billing.
- E. NPO violations.
- F. Taking a medication or supplement after being directed to hold prior to surgery.
- G. Failure to take directed medications prior to surgery.

Other circumstances outside of patients control (I.e Death in the family or sudden medical emergency or sudden change in medical condition) will be reviewed by the administrator for reimbursement on a case by case basis.

*The \$500 cancellation fee will be subtracted from the facility fee prior to being reimbursed to the patient. If the patient paid the facility fee via credit card, the 3% credit card fee will not be reimbursed.

Surgery Center Of Potomac

FACILITY REGISTRATION AND PAYMENT INFORMATION

Address	Surgery Center of Potomac 3203 Tower Oaks Blvd, Suite 100 Bethesda, MD 20852
Phone	240-747-5650
Prepayment Contact Info	1-2 weeks prior to surgery you will receive an email with a payment portal link. Credit card payments have a 3% transaction fee. Bank draft payments do not.
Registration	A pre-surgical nurse will call you a few days prior to your surgery to ensure proper registration and review your medical information.

ANESTHESIA PAYMENT AND POLICIES

Name	DONNELLY, INC
Office Hours	Monday-Friday 9 am – 6 pm
Pre Payment Contact Info	443-527-4237 – Credit card payments will have a 3% processing fee. Payments can also be made by Zelle to 443-538-6114.

All anesthesia services to be performed during cosmetic procedures require payment to be paid in full prior to date of service for discounted rates. These charges are the sole responsibility of the patient. Patients may have a balance after surgery if the actual procedure time was over the estimated procedure time. Please contact your anesthesia group for any questions or concerns regarding your anesthesia care.

