

Aesthetic Procedure Menu

Injectables

Botox®
Dysport™
Juvederm Ultra XC®
Juvederm Ultra Plus XC®
Radiesse®
Restylane®

Peels

Glycolic
Vitalize

Medical Grade Skin Care

Epionce®
Obagi®
SkinCeuticals®
SkinMedica™
Vivite™

Laser Hair Removal

Lip
Chin
Full Face
Underarms

Latisse™

Welcome to Portland Laser & Surgery Center

Thank you for choosing Portland Laser & Surgery Center. We take pride in our commitment to our patients, so if at any time you need information you can trust that we will be there for you.

Your understanding of the Center's policies and procedures is an important part of your visit with us. In an effort to provide you with the most up to date information about Portland Laser & Surgery Center, we have put together this packet of information. Included within you will find:

- Dr. Magilke's Background
- Dr. Vessely's Background
- Surgical and Laser Procedure Menu
- Aesthetic Procedure Menu
- Payment and Billing Policy
- Patient Privacy Policy
- Patient Rights and Responsibilities

One of the most important things for us at Portland Laser & Surgery Center is to know that our patients are taken care of. If for any reason you need to contact your Doctor or a member of their staff please use the following information:

During office hours (Monday – Thursday, 8am to 5:00pm / Friday 8am to 3pm) Call: 503-297-6511 or

After hours you can have the Doctor paged by contacting our answering service at: 503-238-8393.

We are committed to providing you with the highest level of care and are willing to discuss our policies and fees with you at any time. Your clear understanding of our policies is important to our professional relationship. If at any time you feel unsatisfied with the services you are provided, you have the right to change physicians without question.

Payment and Billing Policy

For all services, other than surgery, payment is due in full at the time of service. For your convenience we accept cash, check, Visa, Discover, and MasterCard.

For surgical services a \$500 deposit is required at the time of scheduling to secure your surgery appointment. The balance of the surgery is to be paid in full 2 weeks prior to your surgery date.

For your convenience we accept cash, check, Visa and MasterCard. For further options you may finance your surgery through the financing options below:

Surgery Financing:

- Care Credit Payment Solutions – 1-800-365-8295 or www.carecredit/cosmetic/procedure

Cancellation Policy:

If you should decide to cancel your surgery, we ask that you give us at least a 10-day notice so that we can accommodate another surgery. In the event that a cancellation is received less than the required 10 days, you will be refunded your payment except the \$500 deposit, which will be applied to the payment of your rescheduled surgery or used for processing fees if you have not rescheduled within 30 days.

Refund/Revision Policy:

Every patient reacts differently to surgery, so results cannot be guaranteed. Once a procedure has been performed, we cannot refund any fees associated with that procedure. If a revision is required within the first 12 months there will be no additional surgeon fees. However, you would be responsible to pay for the use of facility and anesthesia charges associated with the revision procedure. If other procedures are required to meet your goals, customary fees would apply.

Insurance

Portland Facial Clinic is primarily a cosmetic (elective) surgery practice that collects payment in full at or before the time of service. Occasionally patients seen have a medical issue(s) that the physician is able to treat. In the event that medical issues are addressed Portland Facial Clinic has implemented the following insurance billing policy.

Portland Facial Clinic does not participate with any insurance plans. If you are looking to have services covered under your insurance, you will need to contact your insurance company to verify the steps you should take to file your claim as well as obtain any referrals and/or pre-authorization you might need. Portland Facial Clinic cannot guarantee any reimbursement from insurance.

Dr. David D. Magilke, Facial Plastic Surgeon

Dr. David Magilke is one of Portland's premier facial plastic surgeons. A native of Oregon, Dr. Magilke was happy to return in 1996 after finishing his residency to open a private surgical practice. Being from Portland, Dr. Magilke loves to take advantage of outdoor activities by spending time hiking and camping. Dr. Magilke is also an avid supporter of the Portland Arts Community. He serves as a board member for White Bird Dance, regularly attends local art shows, and displays the work of local artists as well as his own fused glass pieces throughout the clinic. Dr. Magilke is also a new father of twins and spends most of his free time at home playing with his children.

A graduate of the University of Oregon, Dr. Magilke continued his education at Oregon Health Sciences University Medical School (OHSU) where he graduated with honors. Dr. Magilke then completed a 6-year surgical residency at the University of California, Davis Medical Center. He is Board Certified by both the American Academy of Otolaryngology, Head and Neck Surgery and the American Academy of Facial Plastics and Reconstructive Surgery. This signifies that he is a highly trained surgeon, uniquely qualified to perform facial plastics, cosmetic and reconstructive procedures. In order to become board certified by the AAFPRS, surgeons must complete 4 years of medical school, followed by 5-6 years of surgical residency with special training in facial surgery. The surgeon must first be certified by their surgical specialty, be in practice a minimum of 2 years, and then submit cases for review. If qualified, surgeons then take another board exam by the Board of Facial Plastics and Reconstructive Surgery. This rigorous certification process assures you that your surgeon is thoroughly qualified to operate on your face.

As well as his Board Certifications Dr. Magilke is also a member of several medical societies, including:

- American Academy of Facial Plastic and Reconstructive Surgery
 - Member, 1992-Present
- American Academy of Otolaryngology – Head and Neck Surgery
 - Member, 1992-Present
- American Academy of Otolaryngic Allergy
 - Member, 1995-Present
- Association of Northwest Physicians
 - Member, 1996-Present
- Oregon Medical Association
 - Member, 1997-Present

Dr. Magilke feels that being a facial plastic surgeon is an honor, requiring not just education but an artistic eye. He believes there needs to be a level of understanding and communication with patients so that desired results can be met with each and every procedure.

Patient Rights and Responsibilities

Our Responsibilities

As a patient at Portland Laser and Surgery Center you can expect:

Considerate, respectful, and compassionate care regardless of your age, race, gender, religion, national origin, sexual orientation, or physical or mental disability.

- Attention when you request help, with the understanding that other patients may have more urgent needs.
- To be addressed by your proper name.
- Care provided in a safe setting.
- Care provided by concerned staff committed to pain prevention and management.
- Coordination of sign language or foreign language interpretation services, if you need them.

To be told the names of the doctors, nurses, and other health team members directly involved in your care.

Information about your diagnosis, treatment, and expected result to be provided by your attending physician.

- Information on the planned course of treatment, including an explanation about procedures.
- Information on the risks, benefits, and alternatives of your treatment.
- Information about pain and pain relief measures.
- Freedom from the use of seclusion or restraints in any form unless clinically required.

To make decisions about your plan of care before and during treatment, when medically possible.

To refuse a recommended treatment to the extent permitted by law, and to be informed of the medical consequences of your refusal.

That you have the right to leave Portland Laser and Surgery Center against the advice of your doctor. If you choose to do so, Portland Laser and Surgery Center's doctor(s) and/or staff will not be responsible for any medical consequences, which may occur.

That if you are asked to participate in a research study related to your visit, you can decline to participate in or withdraw from that study at any time. Your refusal to participate will not affect your care.

Within the confines of the law, all communications and records pertaining to your care will be treated as confidential. You have the right to review or obtain a copy of your medical record according to Portland Laser and Surgery Center policy, and to have the information explained as needed by a physician. You have the right to add additional information to your medical record by contacting your physician.

Patient Privacy Policy

We are committed to preserving the privacy of your personal health information. In fact, we are required by law to protect the privacy of your medical information and to provide you with a notice describing:

How your medical information may be used and disclosed and how you can access this information.

- We are required by law to have your written consent before we use or disclose to others your medical information for the purpose of providing you any healthcare treatment, payment for or reimbursement of the care as well as any administrative related activities associated with your treatment.
- We may be required or permitted by law to use and disclose your medical information for other purposes without your consent or authorization.
- ***As our patient, you have important rights relating to: inspecting and copying your medical information that we maintain and/or have disclosed, amending or correcting that information, requesting that we communicate with you confidentially and/or requesting that we restrict certain uses or disclosures of your healthcare information, as well as bringing to our attention any rights you feel we have been violated.***
- We may revise our Notice from time to time. However, we have a detailed Notice of Privacy Practices, which fully explains your rights and our obligations under Oregon law. The Notices of Privacy Practices effective date is written in the top right-hand corner of this page, which indicates the date of the most current Notice in effect.
- You have the right to receive a copy of our most current Notice in effect. If you have not yet received a copy of our Notice of Privacy Practices, please ask the front desk and we will provide you with a copy.
- If you have any questions or concerns about this Notice or your medical information please contact us at 503-297-6511.

Email Privacy Policy

- We will never share, sell, or rent individual personal information with anyone without your advance permission or unless ordered by a court of law. Information submitted to us is only used to interact with you based on your request for information or continue communications based on a prior relationship.

All email sent contains an easy, automated way for you to cease communication. To change your expressed interests, simply follow the instructions at the end of any email.

Surgical and Laser Procedure Menu

- Blepharoplasty – Quad (Eyes)
- Blepharoplasty – Upper (Eyes)
- Blepharoplasty – Lower (Eyes)
- Browlift
- Browlift, w/ Mid-Facelift
- Browlift, w/ Upper Blepharoplasty
- Browlift, w/ Lower Blepharoplasty
- Browlift, w/ Quad Blepharoplasty
- Browlift, Quad Bleph, Mid-Face
- Otoplasty (Ears)
- Rhinoplasty (Nose)
- Rhinoplasty w/ Submental Lipo
- Rapid Recovery Lift
- Facelift
- Facelift, w/ Upper Bleph
- Facelift, w/ Lower Bleph
- Facelift, w/ Quad Bleph
- Facelift, Browlift, Quad Bleph
- Scar Revision
- Submental Liposuctions (Chin / Neck)
- Chin Implant
- Fraxel Re:store
Face, neck, chest, and hands
- Fraxel Re:pair
Face, neck, and eyelids
- Thermage
Face, neck, and eyelids
- KTP
Facial Veins
- Intense Pulsed Light

Michelle B. Vessely, M.D. Physician and Surgeon

Dr. Michelle Vessely has devoted her career to providing cutting edge medical treatments to improve and maintain your skin and facial appearance. She has extensive experience with lasers and other light based technology. She combines the common sense approach that you hope to find in your doctor with the desire to keep abreast of all of the latest development in a rapidly evolving field.

Her mantra is to research everything and only bring in to her practice those treatments which are safe and effective based on scientific evaluation. Dr. Vessely is board certified by the American Board of Otolaryngology, and is Fellow of the American Society of Laser Medicine and Surgery.

She received her undergraduate and medical degrees at the University of North Carolina in Chapel Hill where she was elected into the AOA medical honor society. She completed a five year residency training at the University of Missouri, Columbia. Dr. Vessely is a member of the AMA, Oregon Medical Association, Oregon Association of Otolaryngologists, the American Academy of Otolaryngology Head and Neck Surgery, the Medical Society of Metropolitan Portland, and the International Society of Cosmetic Laser Surgeons.

Dr. Vessely has practiced in the Portland area since 1994 and she brings an extensive knowledge of facial anatomy to the table to help you evaluate your options for facial rejuvenation. Dr. Vessely has a passion for health education and frequently presents educational topics for physician colleagues as well as for patients and the general public. Please contact our office if you are interested in having Dr. Vessely speak about skin care and sun protection, skin cancer prevention and skin rejuvenation.

If you need assistance negotiating through all the options from skin care, filler and BOTOX® Cosmetic to Fraxel re: pair laser treatments and Thermage, Dr. Vessely can pave the way with common sense advice and a long term treatment plan to help you meet your goals. Dr. Vessely and the experienced staff at Portland Laser & Surgery Center want to help you look as good as you feel.

When not in the office, Dr. Vessely enjoys spending time with her family, travel, oil painting, and volunteering at her children's school, church and the local chapter of Women of Vision.

- Fellow of the American Society for Laser Medicine and Surgery
- Member of the American Society of Photodynamic Therapy
- Member of the American Academy of Otolaryngology
- Member of the International Society of Cosmetic Laser Surgery
- Member of the American Medical Association
- Member of the Oregon Academy of Otolaryngology
- Member of the Oregon Medical Association
- Member of the Medical Society of Metropolitan Portland

Patient Rights and Responsibilities

To be able to make health care decisions in advance.

- If you provide us with a copy of your advance directive, we will respect your wishes to the extent permitted by law and Portland Laser & Surgery Center.
- If you do not have an advance directive, we will provide you with information about an advance directive, and assist you in completing one, if desired.
- You may request evaluation for organ and tissue donation.

To be informed of care options when hospital care is not indicated. We will help to coordinate options, as necessary.

To question the accuracy of your physician bills. You have the right to request a summarized list of charges and to obtain information about those charges. You can expect to be informed about any payments made to your bills.

Assistance from a patient representative in resolving complaints or grievances regarding your treatment.

You may forward complaints or grievances to the Patient Relations Department at:

Portland Laser & Surgery Center Patient Relations Department
9427 SW Barnes Road, Suite 394
Portland, OR 97225

If your concern is not resolved to your satisfaction, you have the right to request a review by:

Oregon Board of Medical Examiners
1500 SW 1st Ave., Suite 620
Portland, OR 97201-5826