

Last Name: _____

First Name: _____



**Emerald Aesthetics
Weight Loss Program
Terms & Conditions**

(Rev. 9/23/24)

- Program Structure
 - These medications are weekly injections.
 - Option 1: In-Office Injections
 - You may visit the office each week to receive your injection.
 - Option 2: At-Home Injections
 - You may take medication and injection supplies home and inject yourself weekly.
 - Option 2 requires that you must be enrolled in a recurring monthly fee (details below).
- Cost
 - To schedule appointments at Emerald Aesthetics, a credit card must be on file. You will provide this during the online scheduling process or over the phone if you are scheduling an appointment on the phone.
 - Initial Consultation Appointment Fee
 - This is a one-time fee for your initial consultation.
 - Recurring Monthly Fee (For At-Home Injections)
 - Enrollment in recurring monthly fee is tiered, based on your medication and dose.
 - The monthly fee includes medication, injection supplies, and all required/requested Follow-Up Appointments.
 - The fee is processed on the start date of your program and the same day each month thereafter.
 - If your provider adjusts your dose resulting in a change in tiers, the fee will reflect the new tier cost the next time it's processed.
 - The initial credit card provided will be used for future fees unless you request a change.
 - Call the office to change the credit card you want to use to pay for your monthly fee.
 - A credit card must always be on file for At-Home Injections.
 - To pay with cash, you must visit the office before your fee due date.
 - If your monthly, recurring payment fails multiple times, Emerald Aesthetics reserves the right to switch you to In-Office Injections. This ensures continuity of your treatment while addressing payment issues.
 - In-Office Injections
 - Payment is made weekly/per dose at the office.
- Price Changes
 - All prices are subject to change. Any changes will be communicated to clients in advance. Clients will be notified of updated prices at the time of medication office pick-up or in-office injection.
- Forms of Payment
 - Health insurance is NOT accepted.
 - Accepted Payment Methods
 - Major credit cards, cash, and HSA cards are accepted.

- HSA Cards
 - If an HSA card is denied, an alternative payment method is required.
 - Emerald Aesthetics can provide your medical record for HSA documentation; however, no other specific documentation will be provided.
 - To request a copy of your medical record, email weightloss@emeraldohio.com.
- Fees - Refer to Exhibit A
 - Reinstatement Fees
 - In-Office Injections Reinstatement Fee
 - Charged if you miss 4 or more weeks of injections. You must also schedule a Reinstatement Appointment.
 - At-Home Injections
 - Charged if you stop the Weight Loss Program and want to restart it at a later date. You must also schedule a Reinstatement Appointment.
 - Late Cancellation/Reschedule or No-Show Fees
 - Weight Loss Initial Consultation & Reinstatement Appointment
 - Charged if canceled or rescheduled with less than 24 hours' notice or if you are a no-show.
 - Weekly, In-Office Injection
 - Charged if you do not attend your scheduled injection.
 - Virtual Follow-Up Call
 - Charged if you do not answer the call within 5 minutes of your scheduled time.
 - Medication Late Pick-Up Fee
 - Charged if medication is not picked up within 10 days of notification.
 - Shipping Fee
 - Charged under very limited circumstances if medication is shipped to you.
- Virtual Follow-Up Calls
 - Frequency: Required every 4-6 weeks or as determined by your provider.
 - Missed Call Procedure: If your provider is unable to contact you within 5 minutes of your scheduled time, Emerald Aesthetics reserves the right to cancel or reschedule your appointment. It is the client's responsibility to ensure availability at the scheduled time.
 - Promptly rescheduling missed appointments is important to ensure medication readiness.
 - Weight Reporting: A current weight must be provided during the call. If inaccurate weights are suspected, In-Office Follow-Up Appointments may be required.
- Picking Up Your Medication
 - Notification: You will be notified via text when your medication is ready for pick up.
 - If someone else will be picking up your medication on your behalf, please send us a text with the name of the individual so we can ensure a smooth and secure pick-up process.
 - Pick-Up Times
 - Refer to Exhibit B.
 - Weight Check: In certain circumstances, we may request to take your weight on our office scale when you pick up your medication.

- Pick-Up Procedure
 - Please text 30 minutes before arrival to expedite your pick-up.
 - Medication must be picked up within 10 days, or a Medication Late Pick-Up Fee will apply.
 - Dosing adjustments cannot be made at the time of medication pick-up. If you believe your dosage needs to be adjusted when you pick up your medication, we will be happy to schedule a Virtual Follow-Up Appointment for you to discuss this with a provider.
 - If it is a few days before you need your next supply of medication and you have not yet heard from the office please call or text the office.
- Dosing
 - Adherence to Prescribed Dosing
 - You must follow the dosing prescribed by your provider.
 - If you feel you need a dosing adjustment you must schedule a Virtual Follow-Up Call with a provider.
 - Unauthorized dosing adjustments can lead to errors and potentially unsafe dosages, which may cause significant side effects. To ensure your safety, unauthorized adjustments are strictly prohibited and may result in dismissal from the program.
 - Weekly Injections
 - Your medication is prescribed as weekly injections (every 7 days), and it is important to follow the recommended weekly dosing schedule as closely as possible to ensure optimal results.
 - Medication Sharing
 - Sharing your medication with anyone else is strictly prohibited and will not be tolerated. Any client found sharing their medication will be subject to immediate dismissal from the program.
 - Medication Usage
 - If you are sent home with a vial: To prevent waste, all medication in an existing vial must be fully used before opening a new vial.
 - Refrigeration & Storage
 - Responsibility After Leaving the Office
 - You are responsible for proper storage and **refrigeration** of the medication once it leaves the office.
 - Replacement of compromised medication is at your expense.
 - Travel Accommodations
 - If you will be traveling for an extended period, please inform us well in advance so we can assist you in planning ahead and ensure there are minimal disruptions to your treatment.
 - BMI Parameters for New Clients
 - Eligibility
 - New clients with a BMI <25 and no prior GLP-1 medication use are not eligible for the program.



- Clients with a BMI <25 who have previously used GLP-1 medications may be eligible with appropriate documentation and adherence to the Safe Prescribing for Healthy Outcomes Protocol.
- Safe Prescribing for Healthy Outcomes Protocol
 - Initiation: This protocol is initiated when a client's BMI is <25 to ensure their health.
- Shipping Liability
 - Emerald Aesthetics is not responsible for any lost, stolen, or missing packages once items have been shipped and marked as delivered by the carrier. If you encounter any issues with your shipment, such as a lost or stolen package, contact the designated carrier directly to locate the package or file a claim.
- Discount Eligibility and Program Breaks
 - Any future discounts offered to Weight Loss Program clients based on the length of time in the Weight Loss Program will only apply to continuous participation. Breaks in the program, including any period where the client temporarily stops receiving services, will not count toward the total duration used to determine eligibility for discounts. Only the time actively spent in the program, without interruption, will be considered when calculating discount eligibility.
 - If you believe you are eligible for a discount that has not been applied to your account, contact our office at 614-300-6454 or weightloss@emeraldohio.com. We will be happy to review your account and make any necessary adjustments.

- Cancellation/Rescheduling Appointments Procedure

- The following are the **ONLY** accepted methods to cancel or reschedule any appointments at Emerald Aesthetics:

- Emerald Aesthetics App
 - Visit the online scheduling website (www.emeraldaes.zenoti.com/webstoreNew/services) and log into your client portal.
 - ***Text the Office-** 614-300-6454
 - ***Call the Office-** 614-300-6454 to speak with someone or leave a voicemail.
 - ***Confirmation Requirement:** You must receive confirmation from our office that your text or voicemail has been received. Without this confirmation, your appointment remains on our schedule, and you may be subject to the cancellation fee (refer to Exhibit A).

- Important Notes:

- **Emails or messages sent via social media platforms will NOT be accepted** as valid forms of cancellation or rescheduling.
 - **Missed Appointments & Medication Delays:** If you fail to reschedule an appointment in a timely manner and this causes a delay in receiving your medication, Emerald Aesthetics is not responsible, and no refunds will be issued.



- Stopping the Program

- **30-Day Notice Requirement**

- Clients wishing to stop the Weight Loss Program must provide at least 30-day notice prior to their intended end date. **The only accepted form of notification is via email to weightloss@emeraldohio.com.**
- During this 30-day period, clients are required to complete a brief **Program Exit Appointment** (Virtual or In-Office) to ensure safe transition off the medication.
 - Emerald Aesthetics will reach out to clients within 72 hours of receiving the email request to schedule the Program Exit Appointment.
- During the Program Exit Appointment, any outstanding payments for previously distributed medication will be discussed and processed. If applicable, a final payment will be made or scheduled to cover the cost of remaining medication based on how many weekly doses are left.
 - Note: Previously distributed medication cannot be returned for a refund.
- The program will officially end 30 days after the email notice is received, provided the above conditions have been met.
- All support services will continue until the end of the 30-day notice period.

- Failed Payment and Collections

- If we are unable to process the credit card on file for any payment, including the final monthly payment during the 30-day notice period, you will be notified to provide an alternative payment method immediately. If payment is not received within 10 days of the failed transaction, Emerald Aesthetics reserves the right to refer the outstanding balance to a collections agency. You will be responsible for any additional fees incurred during the collections process.

- Program Removal

- Non-Compliance

- Failure to adhere to these Terms & Conditions may result in removal from the Weight Loss Program.





Exhibit A - Pricing & Fees

(Revised 9.23.24)

Initial Consultation Appointment Fee- \$49

SEMAGLUTIDE

(Similar to Ozempic & Wegovy)

TIRZEPATIDE

(Similar to Mounjaro & Zepbound)

SEMAGLUTIDE Monthly Fees (Clients Take Medication Home)	
Low Doses	
0.125 mg - 0.875 mg	\$299 / month
High Doses	
1 mg - 2.5 mg	\$399 / month

TIRZEPATIDE Monthly Fees (Clients Take Medication Home)	
Low Doses	
1.25 mg - 6.25 mg	\$499 / month
High Doses	
7.5 mg - 15 mg	\$599 / month

\$50 DISCOUNT applied to ALL tiers once a client has been in the program for a total of 12 months. (Discount does NOT apply to clients coming in weekly for in-office injections.)

SEMAGLUTIDE In-Office, Weekly Injections (Must come to the office each week.)	
Dose	Client Price (per dose)
0.125 mg	\$45
0.25 mg	\$50
0.375 mg	\$60
0.5 mg	\$65
0.625 mg	\$70
0.75 mg	\$80
0.875 mg	\$85
1 mg	\$90
1.125 mg	\$95
1.25 mg	\$100
1.375 mg	\$105
1.5 mg	\$110
1.625 mg	\$112
1.75 mg	\$115
1.875 mg	\$120
2 mg +	\$125

TIRZEPATIDE In-Office, Weekly Injections (Must come to the office each week.)	
Dose	Client Price (per dose)
1.25 mg	\$110
2.5 mg	\$125
3.75 mg	\$135
5 mg	\$145
6.25 mg	\$150
7.5 mg	\$160
10 mg	\$175
12.5 mg	\$190
15 mg	\$200

Miscellaneous Fees

Reinstatement Fee - \$35

Consult & Reinstatement Appointments:

Late Cancellation / Reschedule or No-Show Fee - \$35

Weekly, In-Office Injection Appointment- No-Show Fee - \$15

Virtual Follow-Up Call- No-Show Fee - \$15

Medication- Late Pick-Up Fee - \$15

Shipping Fee - \$40

Exhibit B - Medication Pick-Up Times

(Revised 9.23.24)

Monday - Thursday: 9 am - 5 pm

Friday: 9 am - 4 pm

Saturday: 9 am - 1 pm

Agreement:

By signing below, I acknowledge that I have read, understood, and agree to abide by the Terms & Conditions outlined in this document for the Weight Loss Program at Emerald Aesthetics. I understand that failure to comply with these terms may result in my removal from the program.

Client Signature: _____

Date: _____

Printed Name: _____