



SOUTHERN SURGICAL ARTS

The Art of Beauty

Dear Patient,

Welcome to Southern Surgical Arts, the cosmetic surgery practice of two Board-Certified Cosmetic Surgeons, Carey Nease, MD and Chad Deal, MD. By now, you should have filled out your health information on our secure online patient portal (Step One on our Web site). This welcome letter is Step Two of our new patient process and this letter and packet of information is meant to inform you of the cosmetic services, both surgical and non-surgical, offered at Southern Surgical Arts. It will also contain information about our two locations, the appointment and treatment process, as well as general financial information about our practice.

Our staff will be with you all the way: sharing our surgical skills and genuine concern about you and your experience. For a successful outcome, we will need to form a mutually responsible partnership. Your responsibility in the partnership starts with trusting us with your personal concerns and confidential health information. Then, understanding that your outcome depends as much on your participation during the healing process as it does on the skill of the surgeon, nurses, aestheticians and other clinical staff members. We expect your cooperation and participation both before and after your procedure or service.

Please feel free to ask our patient coordinator, nurses or aestheticians any questions or discuss any concerns you may have at this time. It is very important to us and to you that your questions are answered fully before you undergo any surgical or non-surgical procedure. This information has been prepared especially for you, and we expect you will read it carefully. As we form a relationship, we want you not only to be informed, but also to feel secure in your decision.

We appreciate your confidence, and we can assure you we will do our utmost to achieve the results you desire.

Sincerely,

Carey Nease, MD, Chad Deal, MD and Staff

Southern Surgical Arts

STAFF

- ☐ Carey Nease, MD – Triple Board-Certified Cosmetic Surgeon
 - Board-Certified by the American Board of Cosmetic Surgery
 - Board-Certified by the American Board of Facial Plastic and Reconstructive Surgery
 - Board-Certified by the American Board of Otolaryngology, Head and Neck Surgery
- ☐ Chad Deal, MD – Double Board-Certified Cosmetic Surgeon
 - Board-Certified by the American Board of Cosmetic Surgery
 - Board-Certified by the American Board of Surgery
- ☐ Tara Margarella, MD - Fellow, Cosmetic Surgeon in training with Dr. Nease and Dr. Deal (2011-2012), Board –Eligible by the American Board of Surgery
- ☐ Nurses – Jennifer Peel, RN and Nicole Young, RN, Tracy Bryan, CRNA
- ☐ Aestheticians – Tammy Capel and Felicia Velarde
- ☐ New Patient Coordinator and Director of Finance - Tracie Lance, MBA

SERVICES

Cosmetic Surgery

Dr. Nease and Dr. Deal specialize in an artistic approach to cosmetic surgery, with the latest laser technology, minimal downtime, minimal scarring, and naturally beautiful results. Our surgeons' passion for delivering extraordinary service and personal attention along with Dr. Nease and Dr. Deal's experience, skill, technology and artistry is the reason Dr. Nease and Dr. Deal were recently selected as ***Best of the Best Cosmetic Surgeons in Chattanooga, TN and Dalton, GA for three years in a row.***

Procedures Offered:

- ☐ Face & Neck Lifts (Traditional and Laser)
- ☐ Eye & Brow Lifts
- ☐ Rhinoplasty (Nose reshaping)
- ☐ Full-face Rejuvenation
- ☐ Breast Augmentation, Silicone or Saline
- ☐ Breast Lift and Reduction
- ☐ SmartLipo LASER Body Sculpting
- ☐ Liposuction
- ☐ Tummy Tuck
- ☐ Mommy Makeover
- ☐ Brazilian Butt Lift (large volume Fat Transfer)
- ☐ Labiaplasty

Medical Spa Services

Southern Surgical Arts is known as being a leader among cosmetic and plastic surgery practices when it comes to non-surgical, medical spa, injectables, facials and skin care services. In 2009, 2010, 2011 and 2012, Southern Surgical Arts' has been selected for many awards including Best of the Best in Chattanooga, TN, Best of the Best in North Georgia, Best Cosmetic and Plastic Surgery practice and many more. At Southern Surgical Arts, we partner with the most advanced laser companies (Cynosure, Sciton and Candela) in medical aesthetics to provide you the results you are looking for in skin rejuvenation and laser hair removal.

For the past three years, Southern Surgical Arts has been a training center for other physicians and surgeons from around the nation. Dr. Nease and Dr. Deal often train other surgeons in best practices in cosmetic surgery. Dr. Nease commonly trains other surgeons how to use their new laser technology, from non-ablative skin rejuvenation to the

surgical applications of SmartLipo in the operating room. And, our nurses receive the highest level of training from companies like Allergan (Botox, Juvederm), Medicis (Restylane, Perlane, Dysport), and Obagi as well as attend continuing education courses off-site and on-site with Dr. Nease and Dr. Deal.

Our Medical Spa Services include:

- ☐ Laser Hair Removal, all skin types
- ☐ Laser Rejuvenation – wrinkles, brown spots, rosacea, acne, scarring, vascular lesions
- ☐ Botox, Dysport and Xeomin
- ☐ Injectable Fillers – Restylane, Juvederm, Perlane, Radiesse and Sculptra
- ☐ Microdermabrasion & Vibraderm
- ☐ Dermaplaning
- ☐ Facials and Chemical peels
- ☐ Prescription Skin Care
- ☐ Spider Vein Treatments

LOCATIONS

Calhoun

Southern Surgical Arts
120 Cornerstone Way, Ste 3
Calhoun, GA 30701

Southern Surgical Arts in Calhoun is a fully accredited AAAHC surgery center conveniently located off I-75 between Atlanta and Chattanooga. Dr. Nease and Dr. Deal see patients for consults and operates at the surgery center in Calhoun. Patients will also be able to have their pre-op and post-appointments in Calhoun, as well as any medical spa appointments in Calhoun. Hospital affiliation in Calhoun is Gordon Hospital.

Chattanooga

Southern Surgical Arts
200 Manufacturers Road, Suite 105
Chattanooga, TN 37405

Southern Surgical Arts' has a location in Chattanooga! Dr. Nease and Dr. Deal see patients for consults and all pre-op, post-op and medical spa appointments will also be available in Chattanooga. Currently, Dr. Nease and Dr. Deal operate at Physicians Surgery Center in Chattanooga, TN and at Grandview Medical Center in Jasper, TN. Hospital affiliation in Chattanooga is Grandview Medical Center.

TREATMENT AND COMMUNICATION POLICY

Treatment

As a policy, we will follow up with you routinely to assess your treatment outcome and your satisfaction with the products, the technology, your experience and our service. It is our mission that you love being our patient! Please let us know what method of contact you prefer (cell phone, email, text, home, etc).

Communication

So that we can help you stay in touch with the latest information about us, we have created several ways for you to contact us or be in the know:

- ☐ Website – www.southernsurgicalarts.com
- ☐ The Surgical Artist's Blog - <http://www.southernsurgicalarts.com/index.cfm/PageID/6863>
- ☐ Specials Offers
 - o Website -<http://www.southernsurgicalarts.com/index.cfm/PageID/6921>
 - o Email Blast – information and special offers, sent monthly
 - o Birthday Card Emails – 20% Discount for the month of your birthday! (medical spa services only)
- ☐ Follow Us on Facebook – <http://www.facebook.com/SouthernSurgicalArts>
- ☐ Find Us on Twitter – @SouthernSurgery
- ☐ Your Southern Surgical Arts team of experts – Dr. Deal, Dr. Nease, nurses, aestheticians will call you or email you occasionally to see how you are doing. We welcome your feedback on how we are doing, too!
- ☐ Post-consultation and post-operative surveys – you will receive a survey from our office. We would appreciate you giving us feedback about your experience with Southern Surgical Arts! It's one of the primary ways we can learn to improve.

FINANCIAL POLICY

Financial Policy

Our financial policy is as follows as is to assure that you have the best surgical experience possible and are fully informed throughout our relationship.

- ☐ 10% of your surgical fees are due when you select a surgery date. **This is a non-refundable deposit.** The deposit **cannot** be applied or used for any future cosmetic procedures, products or services in our medical spa. We **cannot** schedule your surgical procedure without receiving the 10% deposit.
- ☐ **Your final balance is due two (2) weeks prior to your surgery date and is non-refundable.** There will be no exceptions to this policy. If payment is not received two (2) weeks prior to surgery, your surgery may be postponed or cancelled.
- ☐ If your surgery is scheduled within two weeks from the date of consultation, we cannot accept a personal check.
- ☐ You may reschedule 48 hours prior to the surgery date in the event of an emergency. Cancellations made within 48 hours of surgery will not be refunded. The procedure may be rescheduled at the discretion of Dr. Nease or Dr. Deal and a rescheduling fee, minimum \$500, may apply.
- ☐ Testing for nicotine is routinely performed on patients the day of surgery. Should you test positive for nicotine products, we reserve the right to cancel your procedure for that day. Refunds will not be given in this instance; however, your procedure may be rescheduled for a later date at Dr. Nease or Deal's discretion. Should you choose or be allowed to reschedule your procedure, a minimum fee of \$1000 will be required.
- ☐ We accept all major credit cards, cash or check. We also offer patient financing through Care Credit, GlamourCredit, and Chase Health Advance. We are happy to provide you with information regarding these programs, and we have a full-time financial coordinator on staff to assist you with your financing choices.
- ☐ Prescription medications and lab work are additional and NOT part of your fees from Southern Surgical Arts.

Cancellation Policy

We understand that a situation may arise that could force you to postpone your consultation and other non-surgical appointments. Please understand that such changes affect not only your surgeon, but other patients as well. The physician's time, as well as that of other staff, is a precious commodity, and we request your courtesy and concern.

To schedule an appointment for a consultation with Dr. Nease or Dr. Deal, we require that you provide a credit card. We do not charge you for the consultation unless you do not provide a 24-hour courtesy notice. In that case, **we charge your credit card \$50.** We understand emergencies.

If you have any questions or need assistance with financial matters, please ask Tracie Lance, our financial director, to help you.

APPOINTMENT REMINDERS

We will call, text or email to remind you of scheduled appointments, or that it is time to make a routine appointment. We may also call or write to notify you of other treatments or services available at our office that might help you. Unless you tell us otherwise, we will email or text you an appointment reminder, and/or leave you a reminder message on your home or cell voicemail or with someone who answers your phone if you are not at home. Please let us know your preferred method of communication.

CONSENTS

Now that you've read information about our practice and our policies, you will need to read and review consent forms, which are required before you see a Southern Surgical Arts provider. Please download the consents found in Step Three in our patient portal found on our Web site (<http://www.southernsurgicalarts.com/index.cfm/PageID/8535>).