

Patient Terms and Conditions of Surgery

1 Patient Treatment

- 1.1 The patient is under the care and supervision of their consultant physician or surgeon (hereafter referred to as the "Consultant"). Cosmedicare employees will provide care and treatment in accordance with the instructions of the Consultant, and in accordance with Cosmedicare's protocols.
- 1.2 The patient accepts that the Patient Co-ordinator is not a medic and, as such, any information that they may give is merely of a general, non-medical nature. The patient should raise any medical queries at the consultation with their Consultant or other, suitably qualified, clinical staff.
- 1.3 The patient agrees that Cosmedicare will accept no responsibility for any advice given or diagnosis reached by the Consultant, or for the surgery, or other treatment carried out; or for the consequences of that surgery or other treatment with regard to this or any other contractual relationship between the patient and Cosmedicare.
- 1.4 Cosmedicare will provide a consultation with a Consultant who is registered with the General Medical Council, and who holds the relevant qualifications. Consultants are self-employed practitioners who are obliged to maintain full, private medical indemnity insurance.
- 1.5 Cosmedicare audio records both phone calls and consultations, which may form part of your medical record. Cosmedicare is not responsible for equipment failure or poor-quality recordings.
- 1.6 Cosmedicare is obliged to provide suitable facilities and equipment to undertake the procedure.
- 1.7 The full cost of the procedure includes a non-medical consultation with a Patient Coordinator, pre-operative consultations and assessments with nurse and Consultant, all surgeon and anaesthetist fees, medical supplies, drugs, blood tests, inpatient stay, discharge medication and dressings, and aftercare appointments associated with the treatment.
- 1.8 The procedure cost does not include additional costs from 3rd parties, e.g., fees for GP letter, scans, blood and pathology tests carried out in addition to Cosmedicare's standard protocols. Any additional costs will be outlined by the patient's designated Patient Co-ordinator.
- 1.9 There will be additional fees for non-standard costs incurred by the operating hospital, such as telephone calls, guest meals, companion charges, additional medical supply items and additional overnight accommodation (including the use of ITU/HDU) and any other items not specified in the package cost. These additional fees are directly payable to Cosmedicare (or the private hospital provider, if not one of Cosmedicare's facilities).
- 1.10 Procedures will be carried out by one of Cosmedicare's experienced Consultants, all of whom hold current NHS Consultant positions.
- 1.11 In the unlikely event of a post-operative complication, and where the patient has received their treatment within one of Cosmedicare's private facilities, the patient should be aware that they may need to be re-admitted to a Cosmedicare facility or transferred to an NHS facility, if the situation requires. The decision to re-admit or transfer the patient will be made on medical grounds and the hospital choice will be at Cosmedicare's discretion. The patient should be aware that this may incur additional fees.
- 1.12 In the event that a patient is not happy with the outcome of their treatment, Cosmedicare will not be responsible for any costs relating to consultations, blood tests, or any other investigations or revision surgery, unless these costs have been explicitly agreed and approved by Cosmedicare in advance.

2 Consent

The consent form is designed to ensure that the patient and Consultant are in full agreement with regard to the procedure that has been planned and that the patient fully understands the potential benefits, risk and complications. Patient information will be provided to ensure informed consent is obtained.

- 2.1 The patient will be asked to consent to any nursing, x-rays, examinations, photography, laboratory procedures or any general medical treatment rendered to the patient. Any external costs involved will be recharged in full to the patient and must be settled before the date of surgery.
- 2.2 It is the responsibility of the Consultant to obtain the patient's consent prior to surgery, for any medical or surgical treatment and to answer questions about the patient's treatment.

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- 2.3 The patient agrees to provide a complete medical history that is honest and accurate. Withholding any medical information could be detrimental to the patient's health and safety and may result in the cancellation of the procedure. The patient must inform Cosmedicare of any change in their medical history status that occurs during their treatment with Cosmedicare.
- 2.4 Cosmedicare reserves the right to contact a patient's GP should it be necessary, in the opinion of the Consultant, with the consent of the patient. Should the patient withhold consent, the surgeon may be unable to continue with the planned procedure.
- 2.5 For those patients who require either sedation or general anaesthetic, there will be a requirement for consent to be obtained separately by the Anaesthetist.

3 Age Limit

The lower age limit for surgical procedures and laser treatment is 18 years.

4 Period of Reflection

Cosmetic surgery is an elective surgical procedure and careful consideration needs to be given to the potential benefits and risks before a patient decides to proceed with surgery. Cosmedicare recommends a minimum period of 14 days following a consultation with their Consultant before undergoing surgery. An earlier surgery date may be agreed to accommodate the patient's needs, providing the Consultant agrees and a waiver has been signed by the patient. However, surgery cannot be carried out within the first 7 days following consultation with the Consultant.

5 Financial Responsibility

- 5.1 The responsibility for settlement of the charges levied by Cosmedicare, which includes all professional and hospital fees, is, and remains at all times, the responsibility of the patient. Cosmedicare requires a minimum deposit of £650 to secure a surgery date and any quotation issued is valid for 90 days. The balance must be paid no later than 14 days prior to the date of surgery.
- 5.2 Cosmedicare does not provide credit facilities. Treatment will only be provided where satisfactory payment has been received.
- 5.3 Cosmedicare collaborates with Independent Finance Companies (IFC) which offer patients a range of loan options to finance medical treatments. This is a commercial agreement between the patient and the IFC. In the case of patients utilising this service, treatment will not be scheduled until confirmation of the loan has been advised to Cosmedicare. In the event that the loan is cancelled or is not paid in full, the patient will remain liable for any amounts relating to treatments tests, diagnostics or pre-assessment activities that have already been carried out.
- 5.4 All major credit and debit cards are accepted by Cosmedicare. There will be no additional charge for payment made via credit or debit card. The preferred method of payment is by BACS to Cosmedicare's nominated bank account.

6 Rescheduling Policy

- 6.1 Where a patient pre-books a date for surgery but then decides to reschedule that date, if the surgery date is rescheduled:
- with 15 or more days' notice, a fee of £75 may be incurred;
 - within two weeks (14 days) of the original date scheduled, an administration fee of £250 may be incurred.
- 6.2 Cosmedicare reserves the right to alter the patient's admission date in conjunction with the Consultant. Such changes will be avoided where possible unless they are due to circumstances beyond Cosmedicare's control, in which event the patient agrees that no consequential loss will be payable for such changes at short notice.

7 Cancellation Policy - Surgical Consultations

- 7.1 The following rules apply for patient cancellation or rescheduling of surgical consultations whether or not the consultation fee has yet been collected:

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- cancellation with less than 72 hours' notice – consultation fee remains payable in full with nil refund for those appointments already paid;
- cancellation with at least 72 hours' notice – consultation fee will be waived with full refund for those appointments already paid;
- failure to attend – consultation fee remains payable in full with nil refund for those appointments already paid;
- a patient can request to reschedule their surgical consultations up to three times with no additional charge, as long as the request is received at least 72 hours prior to the existing, scheduled appointment;
- if a patient makes a fourth request to reschedule an appointment, an additional consultation charge will apply, which will be equal to the initial consultation fee charged. If the initial consultation fee had been offered free of charge, then a £50 rescheduling fee will apply;
- all consultation fees are fully redeemable against the total, surgical procedure cost;
- no refund of consultation fee (as detailed above) is applicable unless the original appointment is rescheduled and confirmed by the patient.

7.2 Cosmedicare reserves the right to cancel or postpone a surgical consultation. If the consultation is cancelled by Cosmedicare, a full refund will be provided where the consultation is not rescheduled.

8 Cancellation Policy

8.1 With the exception of a £100 administration fee, and any dietician consultation fees already incurred, all monies already paid are fully refundable if surgery is cancelled by the patient at least 21 days prior to the date of surgery. Thereafter, Cosmedicare reserves the right to retain/charge the following sums when surgery is cancelled by the patient within the following time periods:

- 15-20 days before surgery = deposits (up to the value of £500) will be retained;
- 8 – 14 days before surgery = 50% of the total surgery fee will be retained/charged;
- 7 or less days before surgery = 100% of the total surgery fee will be retained/charged.

8.2 In the interest of patient safety, Cosmedicare reserves the right to cancel or postpone a procedure. If the surgery is cancelled by Cosmedicare, a full refund will be provided.

8.3 In addition to the above cancellation policy, the patient is liable for the full cost of any associated tests that have been undertaken prior to surgery, including blood tests and scans.

8.4 Should a patient who has secured a loan with an IFC for treatment at Cosmedicare, choose to cancel the loan and surgery, cancellation fees in line with Section 7.1 above shall apply.

9 Revision Policy

9.1 For up to 12 months after treatment, if Cosmedicare and the patient's Consultant agree that further surgery is necessary to achieve satisfactory results, all surgical and hospital fees will be provided free of charge. If the patient's care was provided at St Ellen's Private Hospital and subsequent procedures are required to be provided at another private hospital, then the patient may incur additional hospital fees from that hospital, but the surgical charge will remain free. If however, Cosmedicare and the patient's Consultant agree that the results are acceptable, within normal limits of surgery, or there are associated risks and conditions with the surgical procedure to be undertaken, or if the patient is non-compliant with the post-operative advice given, then additional surgery costs would be fully payable by the patient.

9.2 For breast surgery, please see below a detailed list of aspects of this surgery that are not covered under Cosmedicare's Revision Policy (this is industry standard):

- size – dissatisfaction in relation to size is not covered under Cosmedicare's Revision Policy. We encourage patients to consult with their surgeon if they are uncertain in any way with regards to their surgery plan or size expectations. Implant selection must be confirmed no later than 7 days prior to surgery and any changes to sizing must be agreed by the operating surgeon and cannot be changed on the day of surgery. Note – if Crisalin technology has been used during the patient's consultation process, as this is a computer-generated guide, it cannot be presumed to be an exact indication of the surgical outcome;
- pocket tightening – pocket tightening post-breast augmentation and/or mastopexy is not covered under Cosmedicare's Revision Policy;

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- breast symmetry – with all breast surgery, there is an element of breast asymmetry which may be apparent post-surgery, and if within acceptable limits, this would not be covered under Cosmedicare's Revision Policy.

Capsular contracture and/or rupture of implant are covered under Cosmedicare's Revision Policy, for two years from the date of the patient's original surgery. The implant manufacturer will also provide detailed rupture/capsular contracture support, about which information can be found on their respective websites.

- 9.3 For body surgery, scarring is not covered under Cosmedicare's Revision Policy (this is industry standard). Post-surgery scarring can vary in appearance; however, this is a risk of surgery and should be considered prior to opting for surgery. Furthermore, the following lifestyle factors, and the changes they may present to the patient's outcome are not covered under Cosmedicare's Revision Policy:

- pregnancy;
- excessive weight loss or gain (by 10% of weight on the date of original surgery);
- medical conditions or treatments which have impacted physical appearance.

10 Aftercare Policy

- 10.1 Cosmedicare offers all patients access to post-operative appointments with a nurse or Consultant at any stage following their procedure, as defined in the package originally chosen by the patient.
- 10.2 The patient must agree to attend any scheduled follow up appointments after surgery as requested, and to reasonably comply with the professional advice provided by the Consultant or other specialist, clinical staff and acknowledge that Cosmedicare cannot be held responsible for any consequences of the patient failing to comply with the advice provided.
- 10.3 If the patient fails to attend a follow-up appointment (unless providing a minimum of 48 hours' advance notice), a £75 charge may be incurred. No further appointments can be scheduled until the non-attendance charge has been paid.
- 10.4 Cosmedicare reserves the right to amend or alter the content of the package of care without prior notice in light of healthcare trends or emerging best practice models. Such changes will have no effect on existing patients unless the proposals are medically proven to optimise health and wellbeing.

11 Feedback and Complaints Policy

Please refer to our Feedback and Complaints Policy which can be found posted on our website (select link below):

[Cosmedicare's Feedback and Complaints Policy](#)

12 Confidentiality

- 12.1 Cosmedicare complies with all relevant provisions of the Data Protection Act 1998.
- 12.2 The patient must confirm their consent to the disclosure of personal information by Cosmedicare to the Consultants, nurses and any other clinical staff for the purpose of treating the patient.

13 Valuables

Cosmedicare does not accept responsibility for any cash or valuables brought onto Cosmedicare's premises, or at any 3rd party provider's premises. Patients should endeavour not to bring valuable items with them to any of Cosmedicare's facilities, and if they do, they should ensure that all personal belongings are fully insured.

14 Patient Support Groups

- 14.1 We have online patient platforms that we encourage patients to join. These are private, dedicated groups, facilitated via Facebook that allow patients to share their pre and post-operative experiences. We ask all patients participating in these groups to always respect the privacy of their fellow group members. Cosmedicare has a few, fundamental ground rules for any patients interacting on these groups:
- please use only the Facebook group to share feedback/comments and refrain from contacting other group members via private messaging services;
 - please respect the privacy of all information shared on the group.