### **Important Facts for Patients Regarding the Resident Cosmetic Clinic**

At Washington University School of Medicine (Updated 11/07)

## Philosophy of the Resident Cosmetic Clinic:

The Resident Cosmetic Clinic within the Division of Plastic and Reconstructive Surgery is committed to providing its patients with the highest level of care and satisfaction. It was established to provide plastic surgery residents and patients with a mutually beneficial opportunity. This document is designed to provide the necessary information for you to make informed decisions regarding care and surgery in the Resident Cosmetic Clinic at Washington University and the Barnes-Jewish Hospital system.

### **Goals:**

- 1. To provide patients with the opportunity to obtain high-quality cosmetic surgery at an economical price under the direct care of a supervised resident physician.
- 2. To provide plastic surgery residents, during their final two years of training, with the opportunity to develop their own patient practice and to perform cosmetic surgery, under the supervision of a Washington University faculty physician.

### **Introduction:**

The Resident Cosmetic Clinic has benefits and drawbacks that are important for you to consider in making your decision to have your surgery performed by a Cosmetic Clinic resident.

# Benefits

- 1. The Division of Plastic and Reconstructive Surgery at Washington University School of Medicine and Barnes-Jewish Hospital has a tradition of providing excellent, innovative care to all patients.
- 2. Patient satisfaction is our highest concern. The plastic surgery residents are dedicated to providing every cosmetic patient with a pleasant experience, beginning with the first visit and continuing on through cosmetic surgery and postoperative care.
- 3. The residents and faculty are committed to performing high-quality cosmetic surgery and are encouraged to take a conservative approach to patient care.
- 4. The residents are supervised by fully-trained members of the plastic surgery faculty during surgical procedures.
- 5. Prices quoted for cosmetic procedures are highly competitive, but we encourage our patients to compare the quotes with those of other plastic surgeons in the community.
- 6. Employees of Barnes-Jewish Hospital, St. Louis Children's Hospital, and Washington University may receive additional discounts.

#### **Drawbacks**

- 1. Emergencies or other circumstances may necessitate a change in the surgical schedule and your case could be canceled at any time at the surgeon's discretion. Emergencies or other circumstances may also cause wait times longer than usual in the clinic. We understand your time is valuable and will make every effort to keep these situations to a minimum.
- 2. Cases are performed by residents who have completed a minimum of three years of training in general surgery and are currently training in plastic and reconstructive surgery.
- 3. Residents are limited in their ability to reserve operative time, which may restrict their flexibility in scheduling cosmetic procedures.
- 4. Follow-up care may be transferred to another surgeon when a resident completes his/her rotation in the Resident Cosmetic Clinic.
- 5. The residents are required to perform a specific number and type of cosmetic surgical procedures in order to complete their training in plastic and reconstructive surgery. Thus, scheduling priority will be given to those patients who are scheduling procedures needed to fulfill the training requirements of the residents.
- 6. Time required to complete a procedure may be greater when performed by a resident with faculty supervision.

#### **Please Note:**

- 1. Only procedures deemed safe, appropriate, and beneficial for the patient and resident are performed in the Resident Cosmetic Clinic. There may be times when we are unable to provide the service requested. If you are dissatisfied with the resident's recommendation or interaction, another resident consultation may be obtained.
- 2. The clinic maintains a strict no smoking policy for the benefit of patients. All cosmetic patients must stop smoking (this includes NICOTINE PATCHES and snuff) at least eight weeks prior to surgery, and the surgeon may in some instances elect not to perform the surgery at all due to a smoking history.
- 3. Surgical dates cannot be guaranteed until the faculty physician has approved the surgical plan, and the office has set and collected all fees.
- 4. Two plastic surgical consultations will be required in most cases before surgery is scheduled. The first visit will involve consultation and examination by the resident under the supervision of a plastic surgery faculty member. The purpose of the second visit is to provide patients with the opportunity to ask questions and clarify expectations.
- 5. The second visit is included in the consultation fee as long as it is for the same problem and it occurs within six months of the first visit.
- 6. Confidential preoperative and postoperative photographs will be required of all patients and will be used to assist in care and as a learning tool for residents.

- 7. Pre-surgical evaluation, including blood work, EKG, or chest X-ray, by a medical consultant may be required.
- 8. The plastic surgery resident is **your physician.** The resident will perform your surgery and provide your postoperative care. A plastic surgery faculty member will be available to supervise the procedure and will be available if a problem or complication should arise.
- 9. All patients will be required to purchase CosmetAssure® which provides medical coverage for you in the unlikely event you should experience a covered complication within 30 days of your surgery. The fees for CosmetAssure® will be included in the quote we provide you.

### **Important Payment Information**

- 1. Only an "official surgical quote" sheet provided at time of pre-payment is valid. It must be initialed first by the attending surgeon then confirmed by the patient. This fee is not negotiable and is based primarily on the "time" required to perform the surgery.
- 2. The surgical quote sheet is an estimate only and may be subject to change particularly if your case is rescheduled at a later date. The hospital reserves the right to increase their fees at any time in the process. Some fees may be incurred beyond those included on the sheet.
- 3. Verbal quotes or general fee estimates provided by residents, nurses, other staff, or on the Internet are only estimates and may be inaccurate.
- 4. Payment for anesthesia and professional fees are required 14 days in advance of surgery in our office, and services rendered for complications or revisions are not included in the original payment.
- 5. If you fail to cancel a pre-op consultation 24 hours in advance, a fee will be added to your next scheduled visit.
- 6. If you fail to cancel your operation 10 days in advance, without legitimate medical reasons, all or part of the professional fee will be retained by the Division without future credit.

## Summary:

We believe that an excellent surgical result and a high level of patient care can be provided by a supervised plastic surgery resident. Quality patient care is a combination of knowledge, talent, and experience. The plastic surgery residents are both talented and knowledgeable but their experience is limited. If you are looking for a plastic surgeon with a great deal of experience, you may want to consider scheduling a consultation with one of our plastic surgery faculty members. Should you choose to have your cosmetic surgery performed by a plastic surgery resident, after having carefully reviewed the above, your

| resident physician will make every effort to provide you with excellent care at a reasonable price. |  |
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| Please indicate that you have read and ur   | nderstood this document by signing and dating below. |
| Signature   | Date   |