

# Revision Policy

## 1. Signature Clinic Cosmetic Surgery Revision Policy

This 'Policy' applies to the supply of services by Signature Clinic for all cosmetic surgery procedures performed at our facility.

In the event of any inconsistency between this Policy and the contents of other documentation provided by Signature Clinic to the Patient, this Policy shall prevail.

## 2. Definition and Expectations

Revision surgery for the purpose of this policy is defined as surgery to correct undesirable sequelae of cosmetic surgery.

Although good results are expected after cosmetic surgery, there are no guarantees with the outcome. There are many factors beyond the surgeon's control that influence the outcome. In some cases, revision surgery may be required, and this does not necessarily mean the surgery was unsuccessful or the result would have been better with another surgeon.

There is no such thing as perfection, perfect symmetry, perfectly smooth contours, absence of scars, or expected weight loss or change in clothing size after body contouring surgery.

## 3. Factors Affecting Surgical Outcomes

There are many reasons why a result may be less than ideal and include (but are not limited to):

- **Poor healing ability** – some patients do not heal as well as others and this may be related to smoking, poor diet, medications and genetics
- **Poor scar formation** – some patients are prone to developing thick or raised scars (keloid or hypertrophic scars) and this is often related to genetics
- **Poor skin quality** – some patients have poor skin quality, especially those who are older, experienced massive weight loss, have been on long term steroids, have sun damaged skin, smokers and women who have had multiple pregnancies
- The result is **negatively affected by the environment or style of life**. For example, excessive exposure to the sun or smoking, use of alcohol or narcotics.
- **Weight gain, loss and fluctuation, or pregnancy after surgery**

- Effect of **gravity** over time
- **Poor blood circulation** – some patients have poor circulation that can lead to delayed wound healing and poor scar formation
- **Obesity**
- **Failure to follow post op instructions** – such as not protecting the surgical site, not keeping the surgical site clean, not wearing compression garments, returning to exercise too soon and not using recommended topical treatments
- **Revision surgery** – repeated surgery on the same body part
- Procedure required to fulfil different expectations after original procedure
- **Ageing**

#### 4. Revision Request Process

1. Patients must submit revision requests to Signature Clinic within 12 months after their initial surgery date.
2. Upon receipt, Signature Clinic will arrange for the patient to have a ‘revision surgery consultation’ with their original surgeon, to discuss their concerns and agree to an action plan. This revision surgery consultation may take place at the same time as a routine follow-up consultation.
3. Patients will be required to attend the consultation in person. Signature clinic will not reimburse transport or accommodations costs for follow up consultations or revision surgery day.
4. If the patient is not available to attend a revision surgery consultation within 4 weeks after notifying Signature Clinic, no further date will be offered, and the matter will be closed.

#### 5. Revision Surgery Consultation

During the consultation, the surgeon will evaluate:

1. Whether patient expectations were realistic
2. Whether adequate healing time has elapsed (6 months minimum requirement before revision surgery)
3. Whether the outcome was due to surgical factors versus normal body changes

#### 4. Compliance with post-operative instructions

The surgeon will discuss the risks and benefits of revision surgery and whether it is in the patient's best interests. Patients will be advised that revision surgery has limitations, and the desired outcome may not be achievable.

The surgeon will decline revision surgery if the risks outweigh the benefits or if poor tissue quality limits the likelihood of a successful outcome.

There are no guarantees with the outcome of revision surgery.

## 6. Fee Structure for Revision Procedures

### 6.1 Minor Revisions Under Local Anaesthetic

Hospital and surgeon fees are typically waived for:

- Managing unavoidable acute complications (seroma, hematoma, skin necrosis, wound dehiscence, infection drainage) if surgical management is indicated
- Correction of 'dog ears' (scar line ends)
- Corticosteroid injections for hypertrophic scars
- Excision of a suture sinus
- Correction of 'pixie ear' deformity after facelift
- Correction of minor irregularity after liposuction
- Correction of webbing after upper blepharoplasty
- Excision of visible scar tissue after gynecomastia correction
- Correction of significant asymmetry that was purely caused by the original procedure
- Repair of acute relapse of results.

### 6.2 Scar Revision

Patients requesting surgical revision of stretched, thickened or unsightly scars under local anaesthetic will be charged a fee of £500. The surgeon will determine their fees at their own discretion.

## 7. Timing and Scheduling

- Revision surgery must take place within 3 months of the revision surgery consultation.

- If a patient declines the date offered, another alternative date will be provided within the 3-month timeframe. If the second date is also declined, no further date will be offered.

## **8. Cancellations**

### **8.1 Non-Medical Reasons**

- Patients who cancel their revision surgery within 2 weeks of the agreed date for non-medical reasons will not be offered an alternative date.

### **8.2 Medical Reasons**

- Patients who cancel their revision surgery within 2 weeks of the agreed date for medical reasons will be required to provide supporting evidence, such as a medical certificate, hospital admission letter, discharge letter or a GP letter, to validate their cancellation.
- In such cases, a new surgery date will be offered within the next 3 months.

## **9. Procedures Not Considered Revisions**

The following procedures are not considered revisions and will attract the standard fees:

- Redo fat grafting
- Redo lipoedema or cosmetic liposuction because of dissatisfaction with cosmetic result or patient feels insufficient volume of fat was removed
- Redo tummy tuck following pregnancy, weight gain or development of loose skin
- Removal of loose skin that has subsequently developed weeks/months after body contouring surgery
- Performing a procedure that was a part of the original; treatment plan that was declined by the patient on the original procedure day
- Signature clinic does NOT reimburse treatments recommended to / performed on the patient by another practice / doctor

Signature Clinic reserves the right to decide on the application of the Cosmetic Surgery Revision Policy on an individual basis. Signing this agreement does NOT revoke the patient's right to have a future treatment if indicated.