

Transform Aftercare Pathway

The below is a standard patient aftercare journey, however, we appreciate that some patient will require additional appointments and support throughout their post-operative journey, as such our dedicated Aftercare Team is in place to provide assistance and access to our clinical teams. Please be assured that the Aftercare Team and our Clinical Team members are all in direct contact with our Operating surgeons and Resident Medical Officers to ensure all patients are provided with timely and appropriate care throughout their aftercare journey.



Transform Aftercare Pathway

PATIENT AFTERCARE POLICY

Transform Aftercare Policy has been designed to ensure that your outcome, health, wellbeing and successful recovery are realised. Failure to adhere to this policy could put a patient's health at risk and/or affect the outcomes of the procedure undertaken.

1. General information

- a) All Patients must attend post-operative appointments set by the Transform Clinical Team and follow advice and guidance set out in the Patient Information provided both verbally and in written format by the Transform Clinical Team.
- b) No expenses in relation to travel, accommodation or time off work will be recoverable from Transform for the patient, chaperone, family member, or any other person.
- c) Failure to attend two consecutively scheduled post-operative appointments will result in Transform being no longer obliged to offer further appointments and thus voiding the aftercare.
- d) If the patient moves to another area or part of the country, the patient will be expected to travel to meet with their operating Surgeon/Doctor; Transform will not cover such travel costs.
- e) If a patient's operating Surgeon/Doctor no longer consults from their local clinic, the patient will be expected to travel to another Transform Clinic to meet with their Surgeon/Doctor; Transform will not cover such travel costs.
- f) If a scan or other investigative work is required as part of the treatment plan, or needed to ascertain if treatment is required, this cost will not be covered by Transform unless it is within 30 days of the original operation.
- g) Whilst we attempt to ensure post-operative appointments are provided within patient localities, this cannot be guaranteed, patients may be required to return to the operating hospital for aftercare services, no expenses in relation to travel, accommodation or time off work will be recoverable from Transform for the patient, chaperone, family member or any other person.

2. Provision of revision procedure

- a) For up to 1 year after the original operation, where the patient and the original operating Surgeon/Doctor both agree that further surgery is required and is deemed clinically necessary, a revision procedure will be considered by Transform in line with the terms and conditions and aftercare policy, if clinically appropriate, one corrective surgery will be offered. The corrective surgery, hospital accommodation (where applicable), and nursing care will be provided free of charge on one occasion. Any further requests for additional procedures will be charged at full cost.
- b) Patients must wait, sometimes for a period of up to 12 months, for results to settle and the final result to be realised before the formal revision process can commence.
- c) Any changes in appearance that have been affected by changes in lifestyle, weight fluctuation, pregnancy, illness, or the natural ageing process (all of which influence the original results of the surgery) will prevent Transform from providing to the patient with any free of charge corrective surgery. *For example, if a Patient has gained weight post Vaser procedure, or a Patient has lost weight after a Breast Enlargement Procedure, and they are experiencing rippling related to this.*
- d) If the Patient's Surgeon/Doctor decides that the results of the procedure fall within the acceptable normal limits of surgery, further free surgery will not be available.
- e) To protect patient wellbeing, we update our clinical criteria from time to time. This could affect such things as safe body mass limits, mental health status, medical conditions such as diabetes, heart conditions and the effects of medication. In these circumstances a procedure could be prevented from taking place.
- f) It is the patient's operating Surgeon/Doctor who owes a duty of care to the patient, and this is the only Surgeon/Doctor obliged to perform the revision surgery if this is approved by the Surgeon/Doctor and Transform. No other Surgeon/Doctor is obliged to offer revision surgery to a Patient who is not under their care.
- g) Where a revision procedure is required, the patient agrees that no expenses in relation to travel, accommodation, or time off work will be recoverable from Transform for the patient, chaperone, family member, or any other person.
- h) Any variances to the revision procedure required, for example an increase/decrease in implant size, will be paid for by the patient.
- i) If the original procedure was a day case procedure and the revision procedure requires an overnight stay, this will come at an additional cost to the patient.

Transform Aftercare Pathway

- j) If the original Surgeon/Doctor is not available, Transform will appoint a suitable alternative Surgeon/Doctor to offer a review/second surgical opinion and determine the appropriateness for additional surgery. The Surgeon/Doctor has no obligations to perform, undertake or take over the patient's care, but their opinion will be communicated to the original operating Surgeon/Doctor.
- k) Transform will not cover the cost of any corrective surgery performed by any other provider or Surgeon without having been made aware and agreeing in advance.
- l) For up to 1 years from the date of the original surgery, Transform and the Surgeon will approve one corrective surgery, if clinically appropriate, where capsular contracture of a Baker Grade 3 or above is diagnosed. Should the patient wish to change their implant to anything other than like-for-like, a fee will be applicable.
- m) For up to 1 year from the date of the original surgery, Transform and the Surgeon will approve one corrective surgery if clinically appropriate, where implant rupture is confirmed by USS or MRI scan; however, patients are advised to refer to their implant manufacturer warranty. Should the patient wish to change their implant to anything other than like-for-like, a fee will be applicable.
- n) If the patient has their implants removed by another cosmetic surgery provider for any reason, and such implants are found to be ruptured, Transform will not be responsible for any implant related costs. The patient should contact the implant manufacturer to take advantage of the implant warranty/guarantee.
- o) Additional breast implant cover may be provided by implant manufacturers, and separate information will be provided outlining this cover.