

We take pride in the appropriate reservation of your treatment as well as smooth coordination of the process from your first contact with us till finish of your treatment. Please note that each procedure requires coordination between our office and operating room, booking a medical team time in advance and sterilization of medical instrumentation for each individual procedure. Therefore, please understand the importance and respect our "One month Cancellation/ Rescheduling Policy".

I. PROCESS

- Photos for Dr. Osuch review to be sent by e-mail. By a return e-mail you will get his initial recommendation.
- Online/ whats app consultation will follow.
- Traditional consultation in the clinic and surgery date to be booked by e-mail – after online consultation.
- Within 7 calendar days from booking – deposit payment: PLN 3000, bank transfer.
- Laboratory tests: have them done not sooner than 3-4 weeks prior to surgery and send the results 2 weeks before your surgery, at the latest.
- 72 hours prior to arriving in Poland, please have PCR test for COVID-19. The results – to be send by e-mail ASAP.
- Final qualification for the procedure is made based on lab test results and traditional consultation in the office.
- Consultation day: please have your ID document with you.
- Surgery day: signing all consents for the surgery in the presence of a nurse.
- Before leaving the clinic: receipt of medical documents, prescriptions, etc.
- Stay in Poland: if relevant, up to 14 days, until all stitches are removed.

II. FINANCIAL TERMS & PROCEDURE DATE

1. Surgery fee

Price list is provided on our website, <https://www.drosuch.com/price-list/>. Final surgery price is given based on photos we received from a patient. Our prices always include all the costs such as: surgery, anesthesia, stay in the clinic up to 24 hours post-op, medication during your stay in the clinic, post-face lifting dressing and follow-up visits for stitches removal. Extended stay in the clinic, not determined by medial reasons is paid on top, according to the price list.

2. Payment for the surgery consists of two separate parts:

a. *Deposit (booking fee)*

Before a surgery in a general anesthesia, PLN 3000 deposit is required, bank transfer. It will be applied to total cost of the procedure. Deposit must be paid within 7 calendar days from booking your surgery date. Bank account number: <https://www.drosuch.com/contact/> Paid deposit is a guarantee of a given price, regardless of any price corrections in the meantime. No deposit paid within the set deadline automatically cancels the surgery slot.

Conditions of deposit refund

Deposit will be refunded in total in case of the following:

- Inappropriate test results that disqualify a patient from the surgery.
- Cancellation of the surgery provided that you inform us 30 days before your procedure date, at the latest.
- Chronic systemic diseases such as hypertension, heart disease, diabetes, hyperthyroidism, hypothyroidism, kidney / liver disease, provided that you e-mail us medical certificate 2 business days at the latest prior to your treatment.

Refund will be made within 7 business days to your bank account. We will deduct bank fees/ exchange rate changes from the refund.

Deposit will not be refunded if the procedure cannot take place for reasons attributable to the patient, in particular:

- Failure to deliver lab test results 14 days prior to your surgery.
- Failure to deliver negative PCR test for COVID-19.
- Cancellation of the procedure by the patient 29-1 days prior to your procedure date.
- Not showing for the surgery.
- Menstruation day before or on the surgery day.

- Active infection such as cold, herpes, dental issues, etc.
- Poor health condition not confirmed by a medical certificate.
- Not paying 100% procedure fee before the procedure starts.
- Failure to comply with relevant “Pre-surgery instructions”, <https://www.drosuch.com/download/>. Please read carefully all instructions re: coffee/ caffeinated drinks, anti-coagulation drugs, dietary supplements and the diet itself. Many products such as ginseng, ginger, primrose, can interfere with blood coagulation.

3. Planning surgery date

- You can change your surgery date as many times as you wish till 30th day before the treatment.
- Any change in the procedure date 29-1 days prior to the surgery will result in charging PLN 1000 on top of the agreed price.
- We reserve the right to change the date of the treatment for reasons not attributable to the clinic and force majeure. Such situations are very rare, but we take them into account. In such case we notify the patient without undue delay by phone or e-mail. We set a new date of the treatment. In this situation, you may decide not to have the procedure done and request a refund of the entire fee paid. The refund will be made to your bank account within 5 business days.

4. Secondary surgery (correction of the questioned procedure)

All secondary procedures are priced at 50% of the original fee which is being questioned.

III. MEDICAL ASPECTS

1. Laboratory tests & preparation for the procedure

- Before your surgery blood tests must be done. List: <https://www.drosuch.com/download/>
- Timeline for having blood tests done and delivering the results to the clinic – see paragraph I above.
- Failure to submit test results on time - see paragraph II point 2.
- We do not accept bloodwork results send via sms or social media.

2. Surgery day & post-op

- Stay in the clinic – up to 24 hours after surgery performed under general anesthesia/ sedation.
- Before leaving the clinic, you must feel good and be able to walk on your own without feeling dizzy or nauseous.
- You must not go home until all formalities have been completed – receiving all medical documents/ prescriptions, etc.
- In the first 24 hours post-op, due to the effect of anesthesia, please don't:
 - Drive;
 - Make significant decisions, especially do not sign legal documents;
 - Cook/ use electromechanical tools;
 - Drink alcohol or smoke. As a rule, we recommend that you do not drink alcohol for one week post-op and do not smoke cigarettes, electronic ones included, for a month post-op.

IV. IMPORTANT

By paying the deposit you accept the following:

1. The above Terms & Conditions.
2. Privacy Policy: <https://www.drosuch.com/privacy-policy/>
3. Terms of Service: <https://www.drosuch.com/terms-conditions/>
4. Information Obligation GDPR: https://www.drosuch.com/wp-content/uploads/2020/06/Obowiazek_Informacyjny_ENG_2020.pdf

In case of doubt or a sudden deterioration of health after your surgery, please contact us at: +48 501 093 653 or reach the surgeon directly on his mobile. The emergency number will be given to you after your procedure.