



Terms & conditions, OUT-OF-COUNTRY PATIENTS plastic surgeries under LOCAL anesthesia/ online consultation, updated for COVID-19

We take pride in the appropriate reservation of your treatment as well as smooth coordination of the process from the first contact with us. Please note that each procedure requires coordination between our office & 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

- Initial recommendation by e-mail or via Whats App, based on photos and information received from the patient.
- Photos must be sent prior to booking your surgery date. No booking if Dr. Osuch has not seen your pictures.
- Confirmation of your surgery date: by sending your flight ticket within 7 calendar days from booking. No deposit/ booking fee is required.
- 72 hours prior to arriving in Poland, please have PCR test for COVID-19. The results – to be send by e-mail ASAP.
- Laboratory tests: please come 1 day prior to your procedure at 10 o'clock at the latest. The cost of the bloodwork is charged on top of the surgery. Details – please call the reception.
- Surgery day: consultation with Dr. Osuch, signing consent for the surgery, final qualification for the procedure based on lab test results. On this day, have your ID document with you.
- Before leaving the clinic: receipt of medical documents, prescriptions, etc.
- Stitches removal, if applicable – by GP in your home country.

II. FINANCIAL TERMS & PROCEDURE DATE

1. Treatment price

Price list is provided on our webpage. Final surgery price is based on photos sent by e-mail. Our price includes all the costs such as the following: surgery, local anesthesia, stay at the clinic up to 2 hours post-op.

2. Payment for a surgery is split into two parts:

a. Deposit

We do not charge any deposit (booking fee) before you come to the clinic. Instead, we ask for a flight ticket which must be sent within 7 days from booking. Flight ticket is a guarantee of agreed price, regardless of any price corrections in the meantime. E-mail is not a guarantee). No flight ticket sent within the set deadline automatically cancels the date of the procedure.

b. Procedure fee

Must be paid in total before the procedure starts. Payment method: cash on the surgery day, after consultation with the surgeon. If you are not finally qualified for the surgery for some medical reasons, you will pay for consultation only.

Bank account number: <https://www.drosuch.com/contact/>

If you pay by bank transfer for your surgery and upon arrival at the clinic, for any reason your surgery will not be done (all to be agreed with the surgeon), the refund will be made within 7 business days to your bank account. We will deduct bank fees/ exchange rate changes from the refund.

3. Planning surgery date

- Your surgery is connected with planning well in advance work our Medical Team (4 persons). Thus, you can change date of your surgery as many times as you wish till 30th day before the procedure.
- For changes in the surgery date 29-1 days prior to the treatment – we reserve the right not to perform your surgery.
- We reserve the right to change the procedure date for reasons not attributable to the clinic/ doctor 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 opt out of the procedure.

4. Secondary surgery (correction of the questioned procedure)

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

III. MEDICAL ASPECTS

1. Day of the surgery

- You will stay in the clinic for up to 2 hours after your procedure.
- You cannot go back home until all formalities have been completed, especially getting all medical documents/ prescriptions, etc.
- Before leaving the clinic, you must feel good and be able to walk on your own without feeling dizzy or nauseous.
- You can fly back home the same day. Please book your return flight as late as possible in case you require to stay longer than expected, for medical reasons.
- Stitches to be removed 7-9 days post-op by a GP in patient's country.
- In the first 24 hours post-op, please do not:
 - Drive;
 - Make significant decisions, especially do not sign legal documents;
 - Cook/ use electromechanical tools;
 - Drink alcohol or smoke. As a rule, we recommend that patients do not drink alcohol for one week post-op and refrain from smoking cigarettes, electronic ones included, for a month post-op.

2. Your surgery will not be performed in case of:

- Active infection such as cold, herpes, dental issues. If you observe such symptoms, please inform our reception.
- Failure to comply with pre-surgery guidelines described in "Pre-surgery instructions for surgeries under local anesthesia", <https://www.drosuch.com/download/>. Please read carefully all instructions re: coffee/ caffeinated drinks/ food, anti-coagulation drugs, dietary supplements and the diet itself.
- Not showing for lab tests 1 day before your surgery, 10 am at the latest.
- Not paying 100% procedure fee before the procedure starts.
- Poor health condition – hypertension, heart disease, diabetes, hyperthyroidism, hypothyroidism, kidney / liver disease, etc.

IV. IMPORTANT

By sending your flight ticket and booking your surgery slot, you accept the following documents:

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.