

PATIENT EDUCATION

Our purpose is to provide superior patient education that is critical to the preparation for surgery and the healing process afterward. The staff and physician must elicit personal and confidential information from you in order to care for you properly. You need to be fully informed about your decision and understand the guidelines you must follow to ensure an optimal result. The successful outcome we both seek will be enhanced by your willingness to join us in a mutually responsible partnership. We will be with you all the way, sharing our surgical skills and genuine concern about you and your final result. All paperwork must be completed fully prior to check-in the day of surgery. Please feel free to ask the physician or your nurse any questions or discuss any concerns you may have at this time. It is very important to us that your questions are answered fully before you undergo surgery. This information has been prepared in a very detailed manner and we hope you will read it carefully. As we embark, we want you not only to be informed, but also to feel secure. We appreciate your confidence in us. We can assure you that we will do our utmost to achieve the results you desire.

One to two weeks prior to surgery

- **Stop smoking:** Smoking reduces circulation to the skin and impedes healing. It is best to avoid smoking, second hand smoke and cigarette replacements, such as nicotine patches or gum, in the pre-operative period. Do not smoke; be around smokers or places that are filled with smoke such as nightclubs, or casinos.
- **Do not take Aspirin or Ibuprofen:** Stop taking medications containing Aspirin or Ibuprofen. Review the list of drugs containing Aspirin and Ibuprofen carefully. Such drugs can cause bleeding problems during and after surgery. Instead, use medications containing acetaminophen (such as Tylenol).
- **Limit vitamin E:** Limit your intake of vitamin E to less than 400 mg per day.
- **Paperwork:** Obtain instruction on how to complete your paperwork. Paperwork must be completed at least 1 week in advance.

The day before surgery

- **Confirm surgery time:** We will call you to confirm the time of your surgery. If you are not going to be at home or at your office, please call us to confirm.
- **Prescriptions:** We can provide written prescriptions so that you may fill them at your pharmacy of choice. It is helpful to pick up your prescriptions the day prior to surgery to ensure you have pain mediation and antibiotics immediately after surgery.
- **Cleansing:** The night before surgery, shower and wash the surgical areas with Dial soap or any other antibacterial brand. Do not put on any lotions, oils, or creams on your legs. Please remove artificial nails on both index fingers and do not wear dark nail polish.
- **Eating and drinking:** Do not eat or drink anything eight hours before the procedure. This includes water, gum, or mints.

The morning of surgery

- **Special instructions:** Do not eat or drink anything eight hours prior to your scheduled surgery time! If you take a daily medication, you may take it with a sip of water in the early morning.
- **Oral hygiene:** You may brush your teeth, but do not swallow the water.
- **Cleansing:** Shower and wash the surgical areas again with antibacterial soap (Dial).
- **Make-up:** Please do not wear moisturizers, creams, lotions, makeup or antiperspirant.
- **Clothing:** Wear only comfortable, loose fitting clothing that buttons or zips in the front. Remove hairpins, wigs, and jewelry. Please do not bring valuables with you. Please avoid wearing jeans.
- **Check in/Preparation:** Please arrive 15 minutes prior to your scheduled time and do not be late. Patients less than 18 years old must be accompanied by a parent or legal guardian.

The operating suite

- All of the professional caring staff at Glacier View Plastic Surgery recognize the natural anxiety associated with most patients who approach this step in the process of achieving their goals. We believe a description of the surgery experience will be helpful.
- When you arrive, you will be escorted to the dressing room. You will be asked to change into a gown. The physician and the anesthesia provider will meet with you before you enter the operating suite. This is the time for final surgical planning; it is also when we will do basic preparation or draw on your skin as needed. There will be time for last minute questions.
- Once you enter the operating room, the staff will do everything they can to make you feel secure.

The recovery room

- When your surgery has been completed and your dressings are in place, you will be moved to the recovery room where you will continue to stay connected to monitoring equipment. During this period, a recovery room nurse will take care of you and remain with you at all times.
- Although dependent on the patient, your stay in the recovery room will last an average of 30 minutes. Most patients are fully awake within 30 minutes after surgery but may not remember much about their stay in the recovery room.

Normal symptoms

- **Swelling and bruising:** Moderate swelling and bruising are normal after any surgery. Severe swelling and bruising may indicate bleeding.
- **Discomfort and pain:** Mild to moderate discomfort is normal after any surgery. If the pain becomes severe and is not relieved by pain medication, please call us.
- **Crusting along the incision lines:** Daily soap and water washes will ensure cleanliness. There will be steri-strips directly over the incision and you should leave them in place until the first post-operative week. The steri-strips can get wet and if they begin to curl, you can trim the ends which no longer adhere to the skin.
- **Numbness:** Small sensory nerves to the skin surface are cut when the incision is made or interrupted by undermining of the skin during surgery. The sensation in those areas gradually returns — usually within three to six months as the nerve endings heal spontaneously.
- **Itching:** Itching and occasional small shooting electrical sensations within the skin frequently occur as the nerve endings heal. Ice, skin moisturizers, and massages are frequently helpful. These symptoms are common during the recovery period.
- **Redness of scars:** All new scars are red, dark pink, or purple. Scars on the face usually fade within three to six months. Scars on the breasts or body may take a year to fade completely.

Smoking risk and risk of exposure to second-hand smoke

- Smoking may adversely affect wound healing and cause death (necrosis) of skin. Smoking reduces arterial (blood) oxygen supply that is necessary for normal wound healing. Exposure to second-hand smoke has also been implicated in delayed or abnormal wound healing. It is best to avoid smoking and or second-hand smoke in the peri-operative period. Nicotine causes blood vessels to constrict and may interfere with normal wound healing. When blood vessels constrict, there is less blood supply to the wound and therefore less oxygen for normal healing to take place.
- Avoid cigarette replacements such as the nicotine patch, nicotine gum, or inhaler in the peri-operative period as these have similar effects as smoking and second-hand smoke.
- We strive to offer both the finest surgery available and the most predictable outcomes for our patients. Smoking significantly increases the risks associated with poor outcomes in all types of surgery. As a result, we request that all patients who smoke quit for at least two weeks prior to surgery and remain smoke free for at least two weeks following surgery. This minimizes the risks of poor wound healing, tissue death, increased scarring, and need for further surgery. A past history of smoking is always a cause for caution when choosing an elective surgery and those risks cannot be eliminated, only reduced by this protocol.

Unsatisfactory result and need for revision surgery

- All reconstructive and cosmetic plastic surgery treatments and operations are performed to improve a condition or appearance. While the procedures are performed with a very high probability of success, disappointments occur and results are not always acceptable to patients or the surgeon. Secondary procedures or treatments may be indicated. Rarely, problems may occur that are permanent.

Post-operative arrangements

- **At home:** You must arrange for someone to bring you to and drive you home from the surgery center. Because you will have been previously sedated, a family member or a friend must remain with you the first night after surgery.

Your first 48 hours

- **Very important:** If you have excessive bleeding or pain, call the office day or night.
- **Your first 24 hours:** If you are going home, a family member or friend must drive you because you have been sedated. Someone must stay overnight with you. If you have any questions about these matters, please ask one of our nursing staff.
- **Activity:** Take it easy and pamper yourself. Try to avoid any straining. You may go to the bathroom, sit and watch TV, etc., but no matter how good you feel, do not clean house, rearrange the attic, etc! We do not want you to bleed and cause any more swelling and bruising that is unavoidable. Use common sense as your guide.
- **Ice packs:** Cold or ice packs help to reduce swelling, bruising, and pain. Use frozen peas in the package or crush ice cubes and put the ice into a zip-lock bag. This should help, not hurt. If the ice feels too uncomfortable, don't use it as often. Leave in place no longer than 20 minutes per area. Rotate ice placement for 24 hours.
- **Diet:** If you have any postoperative nausea, carbonated sodas and dry crackers may settle the stomach. If nausea is severe, we can call you in anti-nausea medications. If you feel normal, start with liquids and bland foods, and if those are well tolerated, progress to a regular diet.
- **Alcohol:** Alcohol dilates the blood vessels and could increase postoperative bleeding. Please do not drink until you have stopped taking the prescription pain pills, as the combination of pain pills and alcohol can be dangerous.
- **Driving:** Please do not drive while taking prescription pain pills. Please be advised that all medications may impair judgment and the ability to drive or operate heavy machinery.

Post-operative appointments

- It is very important that you follow the schedule of appointments we establish after surgery —one week, three weeks, one month, three months, six months. This schedule will be adjusted as needed but in general this is what we recommend.

Family and friends

- Support from family and friends is very helpful, but because they may not understand what constitutes a normal postoperative course, their comments may unintentionally create emotional turmoil for you. We will tell you honestly how you are doing and what we expect your result to be. Please trust in our knowledge and experience when we discuss your progress with you.

Depression

- Quite frequently patients experience a brief period of “let-down” or depression after surgery, especially after cosmetic surgery. Some may subconsciously have expected to feel and look better “instantly,” even though they rationally understand that this will not be the case. Patients commonly question their decision to have surgery during the first few days after surgery. As the healing occurs, these thoughts usually disappear quickly. If you feel depressed, understanding that this is a “natural” phase of the healing process may help you to cope with this emotional state.

Healing

- Everyone has the capacity to heal themselves to one degree or another. Clearly this ability is variable and depends upon a number of factors such as your genetic background, your overall state of health and lifestyle (exercise, diet, smoking, drinking, etc.). Many people believe the surgeon “heals” the patient. The physician can facilitate (but not accelerate) the healing process. Your cooperation and close attention is extremely important and in your best interest.

Following instructions

- Another major factor in the course of healing is whether you follow the instructions given by the staff verbally and within this packet. Such guidelines are designed to promote the healing process and to prevent the occurrence of anything that may interfere with recovery. It is imperative that you recognize that you are a partner in this process and have a responsibility to follow instructions carefully. The instructions, based on broad experience, are designed to give you the best opportunity for healing without delay or surprise.

Complications

- Unexpected occurrences are very infrequent. We will assist you in any way possible with regard to such events. Should the unexpected occur, we will support you through any difficulties and assist you in reaching your goal.

Financial policy

- As patients approach surgery, they frequently need information about the various payment options and have questions about their potential insurance benefits. We hope the following information will be helpful.
- Our practice manager and staff are readily available to meet with you personally to provide the specific information you desire. They specialize in this area and will use their expertise to help you obtain the maximum benefits from your policy.

Payment options

- Payment for cosmetic surgery is due in full one week prior to your procedure. We provide a number of payment options that may be used individually or combined according to your wishes. If payment is not received in full within this time frame, your surgery could be canceled.
- **Cash or check:** If you are bringing cash, please make sure it is the exact amount. We do not keep cash on hand in order to make change. Please make all forms of checks out to Glacier View Plastic Surgery. Feel free to call the office for exact figures.
- **Credit cards:** If you choose to pay with a credit card, please note there may be a transaction fee will be applied to the amount you charge to the card.
- **Optional financing:** We will be happy to assist you with applying for financing should you so desire.

Insurance coverage

- We are affiliated with all insurance companies or plans and we accept insurance payments for services. We will submit the appropriate information to your insurance company. There are some procedures that insurance will not cover no matter the situation. These surgeries are considered cosmetic and will never be billed to insurance.

Cancellation policy

- We understand that a situation may arise that could force you to postpone your surgery. Please understand that such changes affect not only your surgeon but other patients as well. The physician's time, as well as that of the operating room staff, is a precious commodity, and we request your courtesy and concern.
- All deposits are non refundable. We can reschedule an appointment for surgery with more than seven days notice. If you need to cancel a surgical procedure with less than seven days notice, your deposit cannot be returned and the deposit cannot be used for a future procedure. If you choose to reschedule the appointment, you will be asked for another non-refundable deposit to secure your space on the surgical schedule.
- If you have any questions or need assistance with financial matters, please ask our practice manager.