

SURGICAL PATIENT PACKAGE

Congratulations on taking the first steps towards achieving your cosmetic goals and thank you for choosing The Ottawa Clinic to assist you on your journey. We are committed to providing exceptional care and support regarding your surgery. We are here to answer any questions you may have regarding your procedure and will assist in guiding you through the process to ensure optimal satisfaction and results.

The following package includes information to help you prepare for your surgery and recovery.

PATIENT CHECKLIST:

- Review: **Preoperative Instructions**
- Hospital: Queensway Carleton Hospital Carleton Place Hospital Other: _____
- Surgery Date: _____
- Arrival Time: _____
- Ride arranged for day of surgery
- Appropriate home care arranged for recovery
- Lab work completed (if required)
- ECG or other tests completed (if required)
- Acquire any items required for post-operative recovery
(prescriptions filled, antibacterial soap and Polysporin purchased (if required), ice packs, etc.)
- Post-surgical garments/clothing (if required)
- Review: **Postoperative Instructions**

Preoperative and Postoperative Instructions will be provided upon booking your surgery. Please ensure you review these instructions and speak to your Patient Care Coordinator or Surgeon should you have any questions.

CANCELLATION POLICY:

Cancellation of Appointments:

- If it is necessary to cancel your scheduled appointment, we require that you give us at least 24hr notice. Appointments are in high demand and this will allow us time to offer to another patient. Please contact your Patient Care Coordinator to cancel or reschedule.

Late Cancellations/No Show:

- Should you miss an appointment (no show) or not cancel within the 24hr time frame, you will be charged the \$100 fee that was paid prior to booking.

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Cancellation of Surgery Policy:

- Any surgery cancelled by the patient more than one month (4 weeks) prior to your scheduled surgical date is entitled to a full refund.
- If the surgery is cancelled by the patient less than 4 weeks prior to your surgical date, the entire amount is non-refundable, but 80% can be used as credit towards rebooking your surgery within 6 months of cancellation.

We understand emergencies arise and compassionate grounds will always be given due consideration

IMPORTANT PHONE NUMBERS FOR THE OTTAWA CLINIC:

| Surgeon | Patient Care Coordinator | Direct Line |
|--|--------------------------|--------------|
| Dr. Trefor Nodwell | Emily | 613-792-4415 |
| Dr. Sean Smith | Sarah | 613-792-4417 |
| Dr. Sachin Chitte | Shadan | 613-792-4416 |
| General Reception | | 613-232-7777 |
| Nurses Direct Line | | 613-792-4421 |
| You can also reach The Ottawa Clinic via email at info@theottawaclinic.com | | |

Your Surgeon's Patient Care Coordinator will be in contact with you to arrange a surgical date and provide any details regarding your appointments. If you have any questions, or would like to book any appointments, please feel free to contact your Coordinator at any time.