



FACEMED Aftercare Policy
Important Information – Please Read Carefully

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Your dedicated **Surgical Coordinator** will support you throughout your aftercare by answering non-clinical questions, liaising with your Surgeon and Surgical Team, and arranging any appropriate appointments.

1. Post-Surgery Care and Recovery Support

Directly after surgery, the FACEMED surgical Team will support you in starting your recovery as soon as possible. They will ensure you are given appropriate medications (painkillers, anti-inflammatories, and others as required) and advise on wound care when necessary.

In the weeks and months following surgery, based on your **Surgeon's** advice, you will be required to attend one or more post-operative check-ups to ensure healing is progressing as expected.

At any time, you may contact your Surgical Coordinator with questions. If needed, your Surgical Coordinator can arrange additional appointments for you to see your Surgeon.

It is your responsibility to attend all scheduled post-operative appointments and follow all post-operative instructions provided in your Patient Information materials. Failure to do so may result in forfeiture of further aftercare support.

2. Complications and Risks

FACEMED and your Surgeon will endeavour to ensure your procedure is completed to the highest standard. However, the results of any surgery cannot be guaranteed with complete certainty.

2.1 During your initial consultation, your Surgeon will explain all risks and complications associated with your procedure. You must acknowledge, understand, and accept all associated risks before consenting to surgery.

2.2 Occasionally, unanticipated medical complications arise following, and as a direct result of, the procedure (**Postoperative Complication(s)**). These may require further medical attention or a return to theatre.

2.3 In some instances, procedures may not achieve the intended outcomes. If this is not the result of a complication, any subsequent readmissions or additional care will not be covered under this Aftercare Policy.



2.4 Complication Definition and Coverage Guidelines

- **Definition of a Complication:** A complication is an unexpected, adverse event that arises directly from the surgery and affects the surgical site, requiring additional medical treatment beyond routine post-operative care.
- **What We Cover:** FACEMED will cover complications directly related to the surgical site, including surgical site infections, wound breakdown, and excessive post-operative bleeding, subject to the terms below.
- **Treatment Failure Is Not a Complication:** If a procedure does not relieve symptoms or the condition persists due to disease progression, incorrect procedure selection, or other non-surgical factors, this is not considered a complication, and additional treatment (e.g., further surgery, injections) will not be covered.
- A recurrence of symptoms or lack of improvement is not automatically considered a complication unless confirmed as such by the operating Surgeon.

3. General Terms for Coverage of Complications

All recommendations for your care under this policy will come from your Surgeon, including whether care can be safely managed at FACEMED or requires an NHS referral.

Coverage applies as follows:

3.1 If your Surgeon suspects a complication, FACEMED will cover the costs of investigative tests deemed necessary by the Surgeon to assess and address the suspected complication.

3.2 If your Surgeon confirms you have suffered a **Postoperative Complication** as a direct result of your procedure, the costs arising from related treatments, readmissions, or extended hospital stays are covered for a maximum of 12 months from the original surgery date, provided you have followed your Surgeon's instructions and this Aftercare Policy. Postoperative Complications related to pre-existing medical conditions or external factors will not be covered.

- **Extended stays** — Extended stays due to unexpected complications (surgical or medical) during the initial admission for surgery will be covered by FACEMED.
- **Outpatient Treatment and Readmissions** — FACEMED covers outpatient treatments and readmissions for directly related postoperative complications, treated within a maximum of 12 months from the original surgery.



3.3 Any revision surgery not considered a direct complication of your treatment will not be covered under this policy. Full details are in the separate FACEMED Revision Policy provided at booking.

3.4 The decision as to whether a complication is related to the procedure rests solely with your Surgeon.

3.5 If, in the opinion of your Surgeon, the results of the procedure have been compromised due to your non-adherence to postoperative guidelines, instructions, recommendations, advice regarding post-operative appointments, care, or lifestyle, FACEMED cannot commit to providing treatment or corrective/revision procedures at special, reduced, or no cost.

3.6 Occasionally, your Surgeon may refer you to other clinicians to manage complications; coverage for this care will be assessed under this policy.

3.7 FACEMED will not cover treatment of complications, including additional stays, admissions, or surgeries arising from:

- External factors/accidents not directly related to the treatment.
- A medical condition not confirmed to be directly associated with your treatment.
- Personal injuries or accidents (e.g., falling or sports injury).

3.8 FACEMED shall not provide replacement prostheses required for normal wear and tear or any non-medical, at-home, or long-term care.

3.9 Where we are unable to manage your clinical complications privately, your Surgeon will make appropriate alternative arrangements, which may include referral to the NHS.

3.10 If you receive any treatment without prior FACEMED approval, this Aftercare Policy does not apply, and FACEMED will not be responsible for any costs incurred.

3.11 If further treatments are undertaken by another surgeon not referred by FACEMED, and you are unhappy with the outcome, FACEMED will not be responsible for related costs.

3.12 FACEMED will not cover costs where prostheses are defective, as liability falls to the implant manufacturer.

3.13 Failure to follow instructions constitutes non-compliance with these terms and our Aftercare Policy. Any costs for further surgery, treatment, or readmission resulting from non-compliance will not be covered by FACEMED or your Surgeon.

3.14 Where a complication requires return to FACEMED, you agree that no expenses for travel, accommodation, or time off work (for you, a chaperone, family



member, or any other person) will be recoverable from FACEMED. This includes circumstances where you or the Surgeon have relocated.

3.15 Delayed recovery following a procedure does not necessarily indicate a complication. Where recovery takes longer than anticipated but no complication exists, any extended treatment or care beyond the initial plan may incur additional costs. This includes additional consultations, medications, or therapies to improve recovery time.

3.16 If you are not eligible for free NHS treatment, you will be responsible for any NHS charges incurred in the UK, whether related to your FACEMED care or not. This includes emergency care not arranged or approved by FACEMED.

3.17 The FACEMED hospital care fee includes post-operative care and treatment of complications for up to one year, as outlined in this Aftercare Policy, provided care is arranged by FACEMED and delivered at FACEMED (unless otherwise agreed in writing).

3.18 Any care received outside the UK without FACEMED's involvement will not be reimbursed, and FACEMED cannot accept responsibility for associated outcomes or liabilities.

This Aftercare Policy should be read in conjunction with the full FACEMED terms and conditions, your personalised treatment proposal, consent forms, and the separate Revision Policy.

For any concerns, contact your **Surgical Coordinator** or refer to our Complaints Procedure.

This policy is subject to review and may be updated. The version provided at booking applies to your care.

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