

## GENERAL PATIENT INFORMATION

Dr. Lundquist and his staff are committed to providing all our patients with the highest level of care and attention. There is a lot of competition out there for plastic surgery patients, and we are willing to work hard to earn your trust. This paper will discuss general information about our office, and, in combination with a consultation, can help you make decisions about our practice and answer your plastic surgery questions.

### Practice Style:

1. Dr. Lundquist practices “general” plastic surgery in the sense that he enjoys treating both men and women, both young and old, for both cosmetic and reconstructive surgery problems. This variety helps him keep a broad focus yet still allows for innovation and learning that benefits his patients. His primary role is as an advisor who helps the patient understand the options of treatment, the expected benefits, and the risks and complications that might occur. He then takes on the responsibility of performing the surgery in appropriate cases and taking care of the patient throughout the time of recovery. The goal is patient satisfaction and an excellent outcome.
2. Ours is a “hands-on” kind of office. The small staff insures that you receive personal care and attention at all times. Dr. Lundquist always sees patients himself whenever possible, even for bandage changes or suture removal.
3. Other than for minor surgery procedures, Dr. Lundquist prefers to use the facilities of local hospitals or surgical centers with the associated top quality surgical equipment and anesthesia services for his patients. Out-patient surgery is often possible for most procedures, but in-patient, over-night stays are also available when needed.
4. Dr. Lundquist takes a conservative approach to plastic surgery. If a simple method works, it should be preferred over more complicated approaches with their associated higher risks. Avoidance of complications is a great benefit for both patient and doctor! We won’t be the last to use new technologies and techniques, but we don’t necessarily want to be the first. Philosophically, it is better to do too little than to do too much. Too little can at least be corrected if necessary. Too much can be a disaster.

#### Benefits:

1. Dr. Lundquist offers personal attention to all his patients and works hard to reach satisfactory outcomes in every case. Other than for vacations, medical meetings, and the occasional day off, he takes call for his patients 24-7.
2. We believe that our cosmetic surgery prices are very competitive, and we encourage you to compare Dr. Lundquist's fees with those of other board certified plastic surgeons in our area.
3. Dr. Lundquist maintains full staff privileges at several local hospitals and surgical centers. This allows him to utilize all of their modern equipment and facilities along with their highly trained personnel whenever it is best for his patient. He can devote his entire attention to performing surgery without worrying about the problems of trying to run a safe, but expensive surgical suite on his own. His work is scrutinized by his peers on a daily basis. This is a good thing for patients since the doctor isn't working anonymously in some private office.

#### Answers to FAQs:

1. All surgeries, including plastic surgery procedures, carry risks of complications. There can never be a guarantee of success. When problems do arise, Dr. Lundquist is committed to working with his patients to correct them and to achieve a satisfactory outcome. There will be additional costs for additional procedures, but Dr. Lundquist will try to minimize them where possible.
2. Smoking is a definite problem for surgical patients. Smoking, even only 4 or 5 cigarettes a day, will raise the risks of surgery by compromising the circulation in your skin and complicating your healing. Some procedures cannot be done in smokers at all. You should stop smoking entirely for a month or more before your surgery if you are interested in reducing your risks. Nicotine gum and patches carry the same risks.
3. Most of the time, an initial consultation will be required before surgery can be scheduled. In many cases patients need more than one visit to decide on whether a procedure is right for them or not.
4. Photographs are almost always taken both before and after surgery. These photos are not shown to other patients or used for any purpose other than documentation. Patient confidentiality is important to us. Generic, anonymous photographs are sometimes used to illustrate certain procedures, but it is important to avoid implying that a certain result will be achieved.

5. All patients who require anesthesia beyond pure “local” (“Novocaine”) will need a pre-operative history and physical examination. This is best done by the primary care doctor. Laboratory tests, x-rays, and other studies may need to be ordered by this doctor. These costs are sometimes covered by insurance when ordered by the primary care doctor.
6. Fees for cosmetic surgery are quoted to include the costs of the facility, the anesthesia, and the surgeon. They are accurate to the extent that we can make them, but are occasionally subject to change beyond our control. There may also be additional costs that are not included in the quotation. Surgical fees must be paid 2 weeks (10 business days) in advance in almost all cases. Payment plans are sometimes available, but the quotes are for full payment in advance and represent a cash discount from normal fees. Many patients use credit cards for these costs. Surgical fees for reconstructive procedures are submitted to insurance for reimbursement. You may be responsible for some of these charges depending on your specific insurance contract details. You should investigate these details before your surgery so there are no surprises or unexpected issues or concerns
7. Detailed and specific pre-operative instructions will be provided to every patient before surgery is performed. Similarly, post-operative instructions will be clearly written out and discussed with you. It is important that you follow all of these instructions carefully. Ask questions if you need to. It is better to ask too much than too little.
8. It is important that patients realize that any doctor, no matter what his or her training and experience, can claim to do “cosmetic” surgery. The patient must ask what specific surgical training the doctor has had. Often, those with the least training talk the loudest. Board certification by the American Board of Plastic Surgery insures that the doctor is well trained. Dr. Lundquist has been fully and continuously board certified by the American Board of Plastic Surgery since 1984.

#### Summary:

Dr. Lundquist enjoys working with his patients to provide excellent surgical results through a high level of personal care and service. He is especially concerned that his patients are well informed, and that they understand fully the options, risks, and expected benefits of their planned surgery. He takes a conservative approach to plastic surgery, using mainstream techniques when they are the best, but also evaluating new ideas and incorporating them into his practice when their benefits are proven. Sometimes surgery isn't the best option. Not all procedures are everything they are sometimes touted to be.

A well informed patient will ask questions and have a realistic expectation of outcomes. He or she knows that perfection may be unobtainable, but will not accept just good enough. This kind of patient also knows that he or she has an extremely important role to play to help reach the goal they desire. Dr. Lundquist is happy to apply his expertise and skill in plastic surgery to help these same patients reach those same goals.