

## Questions you should ask your doctor

Are you a Member of the Australasian College of Cosmetic Surgery?

How many times have you performed this procedure before and in the last year?

What are the risks associated with the procedure and what is your own complication rate?

What are the alternatives to the procedure being considered?

Can I see photographs of the results of your own patients who looked similar to me before their surgery?

Can I see photographs of the kind of result it will be impossible for me to achieve?

The biggest factor determining what you will look like after a cosmetic procedure is what you look like now.

Seeing both types of photos will help you to understand the kind of result you should realistically be able to achieve.

**Do not be afraid to ask these questions.  
No competent doctor will mind answering them.**

## Questions you should ask yourself

Do I feel confident with this doctor?

Do I feel confident about having this procedure?

Have all my questions been answered satisfactorily?

Am I happy with all the arrangements which have been made for me?

Do I understand that there are risks and potential complications with this procedure?

Remember that cosmetic procedures are elective. You can and should delay procedures until a time that is appropriate, bearing in mind other commitments such as family or other social activities, work commitments and finance.

Most importantly, you should not proceed until you are satisfied that you have selected the right doctor and have received and considered all the necessary information to make an informed decision.

## What to do when things go wrong

If you feel the outcome of your procedure is not appropriate or if there has been a complication, first draw your concerns to the attention of your doctor. They are usually in the best position to respond and ensure the best outcome.

If you are uncomfortable voicing your concerns with your doctor personally, talk to the nurse or other clinic staff and ask them to convey your concerns to the doctor. Hopefully, with everyone working as a team, the problems can be rectified.

If you feel you cannot approach the clinic with your concerns or if you wish to make a complaint about your treatment, there are a number of options available to you. All ACCS Fellows and Members must adhere to a strict and enforceable Code of Practice. Accordingly, you may:

- lodge a complaint with the College, which will be acknowledged and placed before an investigating panel with disciplinary authority. A copy of the College's Patient Satisfaction Assurance procedure is enclosed for your information.

Alternatively, you may:

- lodge a complaint with your state or territory health care complaints commission - a government body specially tasked to investigate and advise on patients' health complaints.
- lodge a complaint with the Medical Registration Board in your State.
- seek legal redress against the practitioner by engaging a solicitor.

**Please call the ACCS on 1800 804 781  
if you would like further information.**

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**Registered office :**

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**AUSTRALASIAN COLLEGE  
OF COSMETIC SURGERY**

## PATIENT INFORMATION BROCHURE

“Things you  
should know”

Raising Standards, Protecting Patients

pect to the specific procedure you are considering.

## what is the difference?

Although Cosmetic Surgery and Plastic Surgery are frequently talked of interchangeably, they are different. Cosmetic surgery is performed on normal healthy structures of the body in order to change or improve the patient's appearance and elevate their self-esteem. Plastic and Reconstructive Surgery is different to Cosmetic Surgery because it is performed to improve function or repair appearance impaired by congenital defects, disease or trauma.