



Avoidance of Dissatisfaction Policy **Patient and Doctor Partnership Statement and Expectations**

I am pleased and excited to be your provider for plastic surgery. The goal is to achieve an ideal result for all patients under my care. As a diplomat of the American Board of Plastic Surgery (ABPS), a fellow of the American College of Surgeons (FACS) and a member of the American Society of Plastic Surgeons (ASPS), I take on this duty and responsibility to patients wholeheartedly. I am a full graduate of an Accreditation Counsel for Graduate Medical Education (ACGME) residency program in plastic and reconstructive surgery. I have been trained to do the procedures that I perform through this nationally accredited ACGME plastic and reconstructive residency training program and utilize prescribed techniques that follow the accepted standards of care. I am engaged in ongoing formal education, maintenance of certification, and I have membership and participate within many of the major professional societies related to plastic and reconstructive surgery. I use accredited operating facilities that employ staff with formal education, qualifications, and certifications. All of my practice staff members maintain appropriate certifications from the State of Colorado that are necessary and appropriate for the duties that they perform.

Despite our adherence and commitment to excellence, no plastic surgeon can give you an absolute guarantee of an ideal outcome, specific result, or no occurrence of a complication. In the event that this occurs I will always attempt to maintain the relationship with the patient and continue to work with the patient to find solutions to the issue so that resolution may occur in the best possible manner. This, however, requires an ongoing relationship between the patient and the doctor, which requires trust, appropriateness, honest and open communication, and cooperation. My staff and I will try to assist you in every appropriate capacity to achieve resolution in the unlikely event of an issue.

Because this is surgery and involves the human body, there may be unknowns or other factors beyond the surgeon's control that contribute to issues. Additionally, since complications or issues typically occur after the surgery has been performed and tissue and anatomy have been changed, there is usually no way to go back and do the surgery over or "undo" the surgery. Only additional, revisional, or correctional surgery may be performed. In many cases, nonoperative treatment modalities may be important first steps and may address the issues, such as time to allow healing, wound care, or treatment with medications.

I require that patients partner with me for their surgical procedures. For a number of reasons, such as medical, anatomic, patient safety, or ethical reasons, patients may not be able to dictate the entirety of their care. The partnership between a patient and their doctor includes education by the doctor in the field of expertise so that the patient has knowledge and understanding of the procedure and their condition, so that the patient can participate in the decision-making process, make informed decisions, and give informed consent.

Patients will receive significant education and instruction about their procedure both before and after surgery. The instructions have been created for the specific procedure that the patient will undergo. The instructions are then further modified and tailored by me, with respect to my formal training and professional practice, for each individual patient so that the patient may have the best possible result and least potential for a negative outcome. I require that you follow the instructions that are given to optimize your outcome and prevent complications. If patients feel that they are not able to commit to this relationship and follow the prescribed instructions or will be unhappy or not be able to comply with the constraints of the instructions given, then I am happy to give you names and will assist you with finding

another qualified plastic and reconstructive surgeon in the area. I encourage patients to seek additional opinions always and encourage patients to choose a provider with whom they are able to form a partnership and comply with the treatment regimen.

I want my patients to do well and be exceedingly happy with their procedures and choice of Denver Plastic Surgery and Liposuction, LLC. I hope to establish long-lasting relationships with my patients and provide them with excellent results.

Sincerely,

Todd Zuhlke, MD, FACS

By signing below, I affirm that I have read the above statement and policy and wish to proceed.

Patient Name

Patient Signature

Date

Time