

OXFORD & LEAMINGTON FACIAL AESTHETICS

Toxin Follow-Up Appointment Policy

Purpose of Follow-Up and Cost Involved

- i. We are not obliged to provide a Follow-Up (review) appointment following a toxin procedure but believe it to be best practice, and we therefore offer a Follow-Up appointment as a matter of course.
- ii. When you visit us for a toxin procedure we are writing an individual prescription for your face so we want to see you to help ensure that we have your prescription right.
- iii. When you have your first toxin procedure with us, we make every effort to diary a Follow-Up at the time.
- iv. Many patients have been loyally attending our clinics for years, and some seek us out when moving back into the locality because they say the Follow-Up is particularly appreciated. It is not necessarily free from cost. You will be advised where there is an additional cost so fairness ensues for both parties.

Timeframe for Follow-Up

- i. The window for Follow-Up for toxin is c. 2 - 3 weeks post-procedure i.e. once the toxin has optimal effect.
- ii. After many visits some patients do not want a Follow-Up scheduled but contact us if they feel it is needed. That is fine too and works well, provided it is in the 2 – 3 weeks window.
- iii. If, after your first visit to us for a toxin procedure, more toxin is required (i.e. at your first Follow-Up appointment) then this *may* be included in the price that you paid for the original procedure.
- iv. Please note that subsequent Follow-Up appointments are not offered. This means that, if, after attending a Follow-Up, you believe that you require more toxin; that must then be prescribed for the next procedure, not for a subsequent Follow-Up
- v. Please note that we cannot offer Follow-Up past the 3 week point as we do not want to run any risk of a patient building up a resistance to the toxin treatment beyond the window for re-treatment.
- vi. Equally we may not be able to offer an earlier Follow-Up before 2 - 3 weeks since it simply may not be an appropriate time to review.