

## Consultation Process at Dr. Berat Clinic

Our consultation process is designed to provide a seamless and supportive experience from initial contact to post-operative care. Here's how it works:

### 1. Initial Contact:

- **Channels:** Patients can reach us via phone, Instagram, our website, or WhatsApp.
- **Welcome:** Our patient care coordinator greets the patient and becomes their main point of contact throughout the process.

### 2. Patient Care Coordination:

- **24/7 Support:** The patient care coordinator is available 24/7 to assist with any needs or questions.
- **Medical Form & Photos:** The coordinator sends a short medical status form and photo templates (for face, breast, or body) for the patient to fill out and return.

### 3. Consultation with Plastic Surgeon:

- **Review:** The coordinator consults Dr. Berat with the form information and photos.
- **Procedure Determination:** Dr. Berat assesses the patient's needs and determines the appropriate procedures.
- **Price Quotation:** The coordinator prepares a price quotation based on the procedures and sends it to the patient.
- **Video Consultation:** A free video consultation with Dr. Berat is available to discuss the details.

### 4. Booking and Preparation:

- **Booking:** Upon deciding to proceed, the patient sends their flight ticket and deposit. The coordinator books the operating room (OR).
- **Airport Pickup:** One day before surgery, we meet the patient at the airport and transfer them to their hotel.
- **Clinic Visit:** After hotel check-in, we transport the patient to our clinic for a face-to-face consultation with Dr. Berat, including a detailed examination and Q&A session.

### 5. Pre-Operative Procedures:

- **Consent & Payment:** The patient signs the informed consent form and makes the payment.

- **Pre-Op Tests:** Our coordinator accompanies the patient to the hospital for pre-operative tests (blood tests, chest x-ray, EKG, and specific imaging like Paranasal CT or Breast USG) and an anesthesiology consultation.

- **Rest:** The patient is transferred back to the hotel to rest before surgery.

#### 6. Surgery Day:

- **Hospital Check-In:** The patient checks into their hospital room, with one companion allowed free of charge. The coordinator assists throughout the hospital stay.

- **Pre-Op Markings:** Dr. Berat checks on the patient and makes preoperative markings.

- **Surgery:** The procedure is performed, followed by post-operative monitoring and care.

#### 7. Post-Operative Care:

- **Hospital Stay:** Patients stay one night for face and breast surgeries, and two nights for body surgeries.

- **Daily Monitoring:** Dr. Berat visits the patient daily until discharge.

- **Follow-Up Visits:** Scheduled at our clinic on day 5 and the day before the patient's flight back.

- **Fit-to-Fly Certificate:** Provided if all check-ups are normal.

#### 8. Ongoing Support:

- **Patient Coordinator:** Available 24/7 for support, including all transfers.

- **Post-Return Follow-Up:** Online video consultations at 1 month, 3 months, and 1 year after surgery to ensure ongoing health and satisfaction.

This comprehensive consultation and care process ensures that every step of your journey with Dr. Berat Clinic is smooth, supportive, and focused on your safety and satisfaction.