



Preparing for Your Visit

Our health care team is committed to professional and compassionate patient care. It is our goal is to make your visit with us as pleasant and comfortable as possible.

Please call the surgeon's office to schedule an initial consultation. If you have not yet selected a surgeon, please call our Program Manager at 877-424-5678.

If you have never been a patient at Massachusetts General Hospital, you will need to obtain a medical record number by calling the Mass General Registration Referral Center at 866-211-6588 prior to your visit.

After your consultation is scheduled, our team will mail you a confirmation letter and a packet of information that we ask you to complete and bring to your appointment.

In addition, please bring the following information to your appointment:

- List and dosage of current medications, vitamins, and herbal supplements
- Medical history information, including previous surgeries, chronic conditions and allergies
- Primary care or family doctor name, address and phone number

Medically Necessary Consultations:

- Health insurance card/information
- Insurance referral(s)
- Any required co-payments (we accept personal checks as well as Master Card, Visa and American Express)
- Claim numbers and contact information for Workers' Compensation, automobile, or personal injury cases
- Referring physician name, address, and phone number

Cosmetic Consultations:

- \$150 consultation fee (we accept personal checks as well as Master Card, Visa and American Express)

Many plastic surgery procedures are reconstructive in nature and may be covered by your health insurance plan. If your plastic surgeon determines that your need is medically necessary, s/he will work closely with your insurance plan to provide medical documentation and obtain authorization for surgical services. After surgical authorization is obtained from the insurance company, the procedure may be scheduled. *(Please note: you will be responsible for any co-payments or deductibles required by your insurance company to fulfill the costs of reconstructive surgery. Many managed care/HMO insurance plans require you to obtain a referral from your primary care provider (PCP) before you are able to meet with the plastic surgeon for the initial consultation.)*

Cosmetic surgery fees or services are not covered by insurance. At the end of your initial consultation, if you decide that you are interested in a cosmetic procedure, we will provide you with a price quotation for the treatment program.

What to Expect at Your Consultation

Our expert team of surgeons will work with you to develop a treatment plan tailored to your needs and goals. We encourage you to ask as many questions as you have to help you better understand your options. Please refer to our "[What to Expect](#)" documents, which include useful information about many plastic surgical procedures.

During your consultation, the surgeon will review your medical history and treatment goals. Treatment options, including risks and benefits, will be discussed. Photographs may be necessary for obtaining insurance preauthorization for medically necessary surgical procedures and for planning cosmetic procedures. Our staff will coordinate blood work or diagnostic testing if required.

Your surgeon will explain in detail the typical recovery process, including any restriction of activities, and expected length of recovery, so you will be able to plan your return to work, as well as coordinate any other pre-surgical preparations.

A surgical date may be selected at the time of your office visit. A staff member will coordinate any required insurance authorizations as well as a hospital reservation.

Cancelling an Appointment

We ask that you notify our office as soon as possible if you must change your appointment.