

TERMS AND CONDITIONS – COSMETIC SURGERY PACKAGES

1. The amount you pay for your treatment package includes:-
 - a. all Consultants' fees while you are in our Medical Centre.
 - b. your accommodation in our Medical Centre including your standard meals. If your stay in our Medical Centre is shorter than anticipated, you will not be entitled to receive a refund of any portion of your treatment package price.
 - c. your nursing care, including while you are in our Medical Centre and post-discharge within 5 days relating to the removal of stitches, application/ removal of plaster case and/or changing of dressings).
 - d. laboratory testing, if required by our Consultant, such as CBC, FBC, RP, RBS, ECG, urinalysis
 - e. operating theatre charges.
 - f. your essential medical or surgical equipment.
 - g. all tests, treatments, drugs and dressings you may need during your stay in our Medical Centre.
 - h. all take home drugs that you require on the advice of or as prescribed by our Consultant for up to 7 days following discharge.
 - i. one clinically necessary follow-up appointment with our Consultant.

2. Your pre-treatment surgeon discussion
 - a. you must have a pre-operative consultation with your surgeon at least 24 hours before your surgery.
 - b. you will not have surgery until you have had a pre-operative consultation.
 - c. if you do not attend your pre-treatment surgeon discussion appointment, your surgery may not take place on the date that you have booked.
 - d. if your treatment does not take place on the date that you booked, it will be rescheduled to a different date.

3. Exclusions
The cost of your treatment does not include, and we are not responsible for providing costs, charges, compensation or expenses relating to the following:-
 - a. care not listed in paragraph 1 above.
 - b. if, subject to our agreement, you decide to stay in our Medical Centre beyond the time your Consultant considers it is appropriate for you to be discharged, or if you require further care that is not covered by your treatment package, you will be charged at our standard prevailing rates.
 - c. supportive pressure garments required during or after surgery.
 - d. we will initiate a mandatory pre-operative testing for patients over 40 years old to ensure their safe condition for surgery. pre-operative test includes laboratory tests, pathology, radiology studies, etc. cost are not included.
 - e. any other medical or non-medical charges, not related to the procedure/s.
 - f. subsequent follow-ups would require patients to pay for consumables (disposables), drugs and dressing, medications, consultation with other specialists or doctors, diagnostic tests and investigations.
 - g. sundry Items.
 - h. charges for intensive care, if necessary. If the surgeon decides not to go ahead with your treatment, because they believe it would not be in your best interests to have the treatment you have been scheduled for or they feel that a different treatment may be more suitable for you. If this applies, they may recommend that you take more time to consider your options.

- i. you are ill, have a heavy cold, an infection or cold sores (or similar) on the day of treatment. (It would be unwise to go ahead with your treatment and we may need to rearrange it.)
- j. your travel or other extra expenses or loss of income arising from, for example, you taking time off work because you require a longer than expected time to heal, there is a complication relating to your treatment or to allow you to receive treatment or aftercare.
- k. any complications, treatment may be chargeable on case to case basis.
- l. procedures done outside the regular operating hours. additional charges may apply to help cover the cost of staff overtime and overheads. The cost of the procedures are the same except for the addition of the non-regular operating hour charges.
- m. any cost not specified as included.

4. Patient Eligibility

- a. the package is applicable for elective, uncomplicated patients. Patients with the following conditions are considered to be complex or high risk cases and will not qualify for the package:
 - Bleeding Disorders
 - Patients with underlying severe medical problems such as HIV and uncontrolled diabetes
 - Did not follow pre-operative instructions
- b. If the consultant determines that the patient falls under complicated case category or the patient has a body mass index of more than 40 (BMI >40) or weighs more than 100 kilogrammes, a surcharge of 20% will be added on the normal hospital procedure prices.
- c. In the interest of patient safety and welfare, we reserve the right to cancel or postpone your procedure.
- d. We reserve the right to alter the patient admission date and/or outpatient appointments (without prior notice) although such changes will be avoided wherever possible.

5. Consultants

- a. While at our Medical Centre, you will be under the care of the Consultant you have been referred to, who may also involve other Consultants in your care, if appropriate. Beverly Wilshire staff, including nurses, will provide your care under your Consultant's instructions.
- b. Consultants involved in your care are independent practitioners and are not employees of Beverly Wilshire. Accordingly, Beverly Wilshire will not be liable for any act or omission of a Consultant (or the company or partnership that employs or engages the Consultants). The Consultant will be responsible for the care he/she gives you.
- c. The Consultants' fees for the operation and a follow-up consultation are included in the quoted price and the hospital acts as their agent in the collection of them.

6. Payments

- a. to confirm your surgery's booking, we will require a minimum 30% deposit of your ("Total Price") agreed for your procedure/s. This should be paid a minimum of 30 working days in advanced of your surgery date.
- b. payment must be made in full prior to admission. we reserves the right to refuse admission to a patient who has not paid in full, which may result in your surgery to be postponed or cancelled.

- c. A minimum deposit of RM1,000 will be collected from the patient upon admission for surgery to cover for incidental expenses, if any, that may be incurred during surgery and ward stay. This will be refunded in full when you are discharged, if no additional costs were incurred during your stay.
- d. currently, we accept 4 payment methods namely local cheques, credit/debit card, wire/bank transfer or cash. You will always be offered a receipt for any payment you make.

Payment by Local Cheque

- cheque should be made payable to "BEVERLY WILSHIRE MEDICAL CENTRE SDN BHD" and must be received 10 days in advance of your inpatient admission.
- if you are paying a deposit within less than 7 days of your admission, you must pay by bankers draft cheque.
- We do not accept cheque payment for outpatient.

Payment by credit/debit card

- we only accept credit/debit cards such as American Express, Visa or MasterCard.
- you are responsible for settling the cost of your Care before you are admitted or shortly before leaving the Medical Centre. we may ask you for your credit or debit card details when you come into the Medical Centre or when you make your appointment.
- you understand that we will keep these details until the costs for your care including sundry items have been paid in full.
- if you have not paid before you leave the Medical Centre, you agree that we can debit the outstanding balance from your card.

Payment by Wire/Bank Transfer

- if you are paying by wire/bank transfer, please provide the following information to your bank when making payments:

Beneficiary Name : Beverly Wilshire Medical Centre Sdn Bhd
Beneficiary Account : 8000818640
Beneficiary Bank : CIMB Bank Berhad
Bank Address : Menara Binjai, Ground Floor, No. 2, Jalan Binjai, 50450 Kuala Lumpur, MALAYSIA
SWIFT : CIBBMYKL

- *Australian and New Zealand* patients can also make payment via wire transfer through Ozforex and NZforex at the following link <http://www.ozforex.com.au/> and <http://www.nzforex.co.nz/> respectively.
- we encourage you to remit in Malaysia currency in order to avoid not settling the liability in full due to differences in exchange of the foreign currency.
- there will be a bank processing fee and other agent bank charges imposed when you make a transfer.
- to ensure that the full amount of tax payable is remitted to Beverly Wilshire Medical Centre Sdn Bhd, please instruct your bank that "transfer/other agent bank charges are to be borne by the applicant" instead of the beneficiary.

- your remittance should include the bank charges as advised by your overseas bank and the intermediary bank in Malaysia, if any. Otherwise, the amount remitted may not be sufficient to cover your bill.
- depending on the currency, country and the agent bank used, payment might be received within 3-7 working days.
- to ensure we can update your payment record in a timely manner, please email us a copy of your payment remittance advice. You may email us a copy of your payment remittance details to finance@beverlywilshiremedical.com

Payment by cash

- for your convenience, we may accept payments and /or deposits in major foreign currencies.
- the change will be given in Ringgit Malaysia only.

7. Cancellation and re-scheduling Policy

- a. When you request to schedule surgery for you, we have to make the necessary preparation long before the day of your surgery.
 - reserve operating theatre.
 - order and pay for any surgical supplies or implants that are needed for your surgery.
 - secure the necessary specialized surgical nurses and surgical technicians that will be needed.
 - arrange anaesthesia coverage for your case. we must guarantee their payment whether or not you have surgery.
 - prepare the required equipment and sterilized the necessary instruments.
 - we must turn down every patient who wants surgery on the day and time we have reserved for you.
- b. We ask that you be definite about your desire for surgery and be certain that you have funds available before asking us to schedule your surgery. if you are unable to provide at least 30 working days' notice from your surgery date that you wish to cancel or re-arrange your appointment, there may be charges associated.
 - for cancellations made over 30 working days of surgery, a cancellation fee of 10% of the total price of the surgical procedure will be charged.
 - for cancellations made within 30 working days, your minimum deposit paid will not be refunded.
 - If cancellation is requested within 48 hours, you will lose the entire amount paid for your surgery.
- c. If you request us to change your surgery date, it makes a tremendous amount of work for our staff and inconvenience other patients who must adjust their times. for re-scheduling appointments more than 30 day before the surgery date we have reserved for you, we will try to accommodate your request.
- d. for re-scheduling appointments within 7 to 30 working days, there will be an additional re-scheduling fee that must be paid before we can reschedule your surgery. The rescheduling fee is 50% of the minimum 30% deposit. Eg.

Total Package Price – RM10,000

Minimum Deposit Required : 30% x RM10,000 = RM3,000

Rescheduling fee : 50% x RM3,000 = RM1,500

- e. If you change your date less than 7 working days before surgery date, the rescheduling fee will be twice the amount. Eg.

Total Package Price – RM10,000

Minimum Deposit Required : 30% x RM10,000 = RM3,000

Rescheduling fee : 50% x RM3,000 x 2 = RM3,000

8. Late for Appointment

- a. if you are aware that you may be late for your appointment, please do contact us at your earliest opportunity (enquiries@beverlywilshiremedical.com / +603-228 2888 / 1800 888802), such that we can make every effort to accommodate you.
- b. it is with regret, that we cannot guarantee your appointment slot if you do not arrive on time. We will try our hardest to fit you into the schedule, but this may not always be possible.
- c. if we are unable to fulfil your appointment because you have not arrived on time, it may not always be possible to receive a full refund for your deposit.

9. Other terms

- a. If you discharge yourself against the advice of your consultant, no further services will be provided as part of the package.
- b. any revision surgery will be reviewed on a case by case basis and may be chargeable at the prevailing rates by the medical centre and consultants.
- c. The package price covers the cost for uncomplicated standard procedures only. if any related physical conditions or complications become apparent pre-operation, post operation or during surgery, the standard medical centre and consultant charges will apply.
- d. only the consultant have authority from the medical centre to quote for medical centre and consultant charges contained within the latest copy of price list make available to them. any price quoted by them that falls outside the price list is subject to written confirmation by the medical centre. The medical centre will provide the final quotation to client based on the consultants recommendations.
- e. The quoted price for the package is valid for a period of 30 days from the date of quotation. Prices quoted are exclusive of all taxes. Taxes, if any, will be added to the invoice as a separate charge and paid by patient. A booking for the surgery must be made within this period.
- f. The quotation is subject to change depending on the results of any pre-operative assessment and recommendations made at the consultation with the surgeon. The medical centre reserves the right to change the quoted price at any time prior to surgery without notice.