



PATIENT INFORMATION

# Patient information: Questions and Answers

A practice for aesthetic and plastic surgery offers a wide range of treatments, so it is quite natural that patients and interested clients have a lot of questions. These can be anything from information about the organisational side, for example how to make an appointment, to questions about the cost, service and what is included.

Questions about what is covered by health insurance are also common, as well as to where an operation will take place. We have put together here a list of the most frequently questions we are regularly confronted with. We can discuss everything else in a personal consultation, which we can happily arrange by telephone.

## How do I arrange an appointment??

Everyone who is interested is welcome to our practice. As we work on an appointment system, we request that you telephone in advance before arriving. Then we can take time for you and you can be sure that the waiting time is reduced to an absolute minimum. If you cannot keep your appointment, please let us know by phone or e-mail as soon as you can.

### Appointment hours:

Monday: 4:30 pm - 6.30 pm  
Tuesday: 1.:00 pm - 6.00 pm  
Thursday: 4.:00 pm - 6:00 pm  
Friday: 1:00 pm - 6:00 pm

## What does treatment cost?

We can talk about the cost of treatment during the consultation. The costs at IN-aesthetik are based on the standard fees in the German Scale of Medical fees (GOÄ). This is valid for all operation and treatment costs for private patients, for both outpatients or inpatients. If there is some kind of medical justification for the treatment, costs can be borne by private health insurance.

## Will my state health insurance pay for aesthetic operations?

Aesthetic operations are not covered by the state health insurance, as there is no medical reason for the operations - they are not necessary for the health of the patient. So that you know what the treatment will cost, we will give you a detailed and binding cost plan (including VAT) during the consultation. There is a consultation fee of € 60.00 per treatment case payable before the treatment.

## Where do operations take place?

It is important to us that our patients have the best treatment and optimum comfort. If you need an anesthetic or have to stay overnight, the operation will take place in the modern rooms of the outpatient operation centre at the Klinikum in Ingolstadt. If you need to stay in the hospital, you will have a bed in one of the high-quality one or twim rooms of the ComfortPlus ward in the Klinikum in Ingolstadt.

## Do I get a medical report?

In any cases of dispute, courts, social welfare courts and the involvement of insurance companies a medical reports is often asked for. As Dr. J. Zinndorf has many years of experience in the creation of such reports in the areas of plastic and aesthetic surgery as well as hand surgery, he can help here. Reports of this kind are charged according to the German Scale of Medical fees (GOÄ).

## Why are there no "before and after" photos on your website?

Naturally everyone is interested in seeing the results of aesthetic surgery. However, according to the Pharmaceutical Advertising Law §11 (1), German doctors are not permitted to show before and after photographs on their websites. Of course it is important that we can show potential patients results which show them what they can expect from us. And so we can show you photographs of before and after during a personal consultation.

## Which services do you offer?

Wir offerieren Ihnen ein umfangreiches Leistungsspektrum Ästhetischer Chirurgie. Im Bereich des Gesichts gehören unter Anderem Korrekturen der Nase, Lippen und Augenlider, sowie Faceliftings und Botox-Behandlungen zu unseren Leistungen. Brustoperationen können Sie bei uns ebenso durchführen lassen wie Fettabtragungen, Entfernungen von Pigmentflecken sowie Haartransplantationen. Dies alles gilt selbstverständlich sowohl für Frauen als auch für Männer. Auch die Anti-Aging-Behandlung Hydracial™ zählt zu unserem Leistungsumfang.

## Everybody is talking about Hydracial™ - what exactly is that?

Hydracial™ is a new method of skin rejuvenation. Hydracial™ is a very gentle method – no surgery is necessary and no scars are left behind. The procedure is a combination of exfoliations which remove the older, dead skin cells. A special vortex technology delivers valuable nutrients to the skin. This in combination with a special light treatment produces sensational results for your complexion. This new miracle weapon from Los Angeles is unbeatable in the treatment of wrinkles, acne and pigment spots.

## Where can I find you?

The IN-aesthetik Dr. Zinndorf & Dr. Mitschke practice is at Münchener Straße 135 (the entrance is in Hanslmairstraße) in Ingolstadt, near the main railway station. We look forward to welcoming you to one of Bavaria's most modern practices for plastic and aesthetic surgery. Please be sure to make an appointment by phone, e-mail or Facebook before coming.



**IN-aesthetik Dr.Zinndorf & Dr.Mitschele**



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