

Information leaflet for people who are considering undergoing ear reshaping surgery.

Bey By Bergman Clinics – April 2022

In this leaflet, you will read information about ear reshaping surgery: why and when to undergo the procedure, the consultation, the preparation, the surgery, the period after the procedure, the result, and lastly, the complications and risks that may arise. Your personal situation and options for treatment can only be discussed during a personal conversation. This leaflet serves as preparation and/or addition to your conversation with the plastic surgeon.

Why and when

The auricle and the earlobe form the external part of the ear. The auricle consists of cartilage covered with skin on the front and back. Sometimes a fold in the auricle is not formed properly. This can cause part of the auricle to appear too big or protrude too far from the head. This is usually referred to as 'big ears'. The auricle can also be too deep. We refer to this as 'protruding ears'.

Protruding ears and big ears can be considered cosmetically distracting or 'unappealing'. A person will be unhappy about their appearance and/or other people will comment on their appearance. This may constitute a good reason to undergo ear reshaping surgery. You can have a non-binding, informative personal consultation with the plastic surgeon to examine your personal situation and your options.

Consultation

During a non-binding consultation with the plastic surgeon, you will have the opportunity to discuss your wishes, complaints and questions in detail. The doctor will examine your ears and discuss with you whether ear reshaping surgery will sufficiently resolve your problem. Next, your questions will be answered and he/she will provide the most detailed possible information about the preparation, the procedure, the expected result and the possible complications. After all, you may be disappointed with the result if you go into the procedure with the wrong idea. If the surgeon is not convinced that your problem can be adequately resolved, he/she will discuss this with you, as well. If possible, he/she will propose a different solution. If you wish, the doctor can refer you to a colleague for a second opinion.

Cosmetic surgery is not covered by health insurance. Reimbursement of medically necessary surgery depends on the criteria set by the healthcare insurance company for this procedure. You can consult your healthcare insurance company and/or policy terms and conditions to check these criteria. The specialist cannot deviate from these criteria. The current rules for reimbursement may change in the future.

Your own responsibilities prior to your surgery:

You should observe a number of preparations in the period prior to your surgery, such as:

- **Stopping blood thinners (anticoagulants):**

You may need to stop taking your blood-thinning medication prior to the surgery. The plastic surgeon will inform you about this. In addition, you will attend a pre-operative screening with the anaesthesiology assistant several weeks prior to your surgery, in which your health and the medication policy will be discussed. This includes a discussion of which blood-thinning medication you need to stop using (temporarily). If your prescribing physician

does not approve the temporary discontinuation of blood-thinning medication, then the scheduled surgery cannot take place at Bey by Bergman Clinics.

- **Submit your general medication overview (GMO):**

If you are using medication, this overview can be obtained from your pharmacy. You can also give us permission to share your medication details via the National Exchange Point.

- **Submit the signed Informed Consent Form:**

You will receive this form once your surgery has been scheduled.

- **Pay the invoice according to the terms of payment*.**

ALCOHOL POLICY:

- No alcohol for 48 hours before surgery and 2 weeks after surgery.

SMOKING POLICY:

- Smoking has a negative effect on wound healing.
- No smoking for 4 weeks before surgery and 4 weeks after surgery.

NAIL VARNISH POLICY:

- There is no need to remove nail varnish, gel nails or acrylic nails prior to the surgery.

DRUGS POLICY:

- Use of drugs like XTC, methamphetamine, heroin or cocaine must be stopped at least 1 week before surgery. This can otherwise cause severe heart rhythm disorders during the operation or reduce the effect of anaesthetics.
- This does not apply to prescription amphetamine use for AD(H)D.
- The same rules as for smoking apply to cannabis.

FASTING POLICY:

Please refer to the anaesthesiology leaflet for the fasting policy.

If the procedure is to be performed under local anaesthesia:

- no pre-operative screening will be performed by anaesthesiology
- the fasting policy does not apply

The specialist, anaesthesiology technicians, nursing staff, consultant and treatment app can provide more information if you have any questions.

Good idea to purchase before the surgery:

- Paracetamol 500 mg, 2 tablets 4x daily
- Naproxen (Aleve) 250 mg 2x daily, if necessary (reduce this pain medication before paracetamol)
- Pantoprazole (gastric protector) 20 mg 1x daily (with use of Naproxen)
- Non-sterile gauze

The surgery

- If you have long hair, we ask you to tie it in a ponytail (preferably a plaited ponytail) on top of your head.
- The plastic surgeon will draw the surgical plan on the ear just before surgery.
- Ear reshaping surgery is generally performed under local anaesthesia. If you wish, the surgery can also be performed under general anaesthesia. If you are having surgery under local anaesthesia, the plastic surgeon will numb the surgical field with several injections under the ear.

- The ears will be disinfected and covered with sterile drapes. An incision will be made at the back of the auricle. The cartilage will then be loosened and small notches and incisions will be made in the cartilage. This creates a deeper fold in the auricle. If the auricle is too large, a piece of cartilage will be removed.
- The plastic surgeon will then close the wound at the back of the auricle with (usually soluble) sutures and as the scar is located at the back of the auricle, it will not be noticeable.

If you are allowed home, somebody must accompany you home. You may not drive a vehicle yourself. We also recommend that you do not spend the first 24 hours alone at home.

After the procedure

You will experience some pain after any procedure. This is normal. The pain will decrease over the course of a few days. The ears will be dressed with gauze and cotton wool after the surgery. This will be fixed in position with a bandage to form a turban on your head. You can take the prescribed pain medication if you experience any pain. Please contact the number +31 (0)88 9000535 if you have any questions about this.

Recovery period

Starting from the day after the surgery, you may:

- Sleep on your back or side.
- Shower on a daily basis at home, but please ensure that the bandage does not become wet.
- You may remove the bandage and wash your hair again three days after the surgery.
- Use non-sterile gauze for any oozing of the wound.
- You may not be able to hear very well, as the ears have been wrapped in so many bandages. Be very careful when walking outside and in traffic.
- Mobilise according to the pain, listen to your body.
- Increase your activities further each day.
- You can start driving and cycling one week after surgery (this depends on your healthcare insurance company).
- Sauna, bath, swimming pool and exercise after 6 weeks.

Once the bandage has been removed, you will wear a sports headband.

You should wear this headband:

- Day and night after day 3 and until day 14.

You will need to use SPF 30 sun cream to protect the scars against the sun during the first year. Ask your specialist about any restrictions in your travel plans after your procedure.

You will visit the nurses and the specialist for check-ups after the surgery. We want to remind you that it is important for you to attend these follow-up appointments. This allows the nurse and the medical specialist to monitor the progress of your recovery. They can also offer advice if you have any questions regarding the information provided above.

The result

The scars will be clearly visible immediately after the surgery and your auricles may be swollen, tender and red or blue. The scars will fade over time and only a thin line will remain behind your ears. They are usually barely noticeable as they are located behind the ear. The swelling will also decrease. The auricles usually shrink back to a normal shape within a few weeks or months. The plastic surgeon can determine the final result after about twelve weeks. An obvious improvement in the position and shape of your ears is usually achieved. However, you should not expect perfection. It is virtually impossible to achieve absolute symmetry in the position and shape of the ears.

Most people are satisfied with the result of the surgery. However, cartilage is a stubborn tissue that sometimes has a tendency to return to its original shape. We can therefore never guarantee that the ears will remain in the corrected position and completely symmetrical. Occasionally a second procedure may be required, but even then, a perfectly symmetrical result cannot be guaranteed. The plastic surgeon will always discuss the options with you.

Perhaps you are not satisfied with the result, for example because you had different expectations. Please be sure to mention this.

Complications and risks

The plastic surgeon always invests a great deal of time, care and personal attention in your treatment. However, complications do unfortunately occur: no procedure is entirely free of the risk of complications. The normal risks of surgery – such as thrombosis, pulmonary embolism, post-op bleeding and wound infection – also apply to this surgery. Specific complications can also occur:

- Post-op bleeding that is heavier than normal or an infection can sometimes occur after surgery to correct protruding ears. This is usually not serious. If this happens, it will take a bit longer for the surgical field and the auricles to look normal again.
- In very rare cases, an allergic reaction to the anaesthetic can occur.
- Numbness can occur in the skin surrounding the auricles. These complaints usually disappear spontaneously over time.
- In rare cases, a so-called epithelial cyst (a fluid-filled cavity) can develop in the scar. The plastic surgeon can often remove this cyst quite simply with a needle.
- Sometimes the scars become very wide (keloid) and/or very thick (hypertrophic). A second procedure may be required in that case.

Always contact us after surgery in the following cases:

- Significantly increased swelling of the wound or the surgical area
- Pain, if the pain medication does not help or the pain even increases
- Redness and swelling of the wound
- Feeling ill and/or a fever, above 38°C (measured via the anus)
- Persistent nausea
- Acute tightness across the chest
- Acute pain in the leg, possibly with swelling
- Being unable to urinate, whilst drinking normal quantities
- Concerns or doubts

We can be contacted for emergencies 24 hours per day, via +31 (0)88 9000 567.

For non-urgent matters, please call +31 (0)88 9000 535 during office hours.

More information

If you have any further questions after reading this leaflet, you can ask your plastic surgeon to answer these questions at any time. You can schedule an appointment for a consultation. You can contact the clinic on telephone number +31 (0)88 9000 535 about this.

Complaints and privacy regulations

Bey by Bergman Clinics has complaints and privacy regulations in place. A copy of these regulations can be obtained from our locations and on our website www.beyclinics.nl.

Cooling-off period

Bey by Bergman Clinics acts according to the guidelines of the NVPC and thus implements a 'cooling-off' period. This is the time between the first consultation in which the treatment is proposed and the decision to continue with the treatment. We implement a cooling-off period of one week for a cosmetic surgical procedure.

Terms and conditions of payment*

The first instalment of 25% of the treatment costs must be paid within 5 days after receipt of the invoice. The remainder of the treatment costs should be received by us no later than 4 weeks prior to the surgery date. Cash payments are only possible following agreement with your consultant. If your surgery has been approved by your healthcare insurance company, then you are responsible for reading the terms and conditions of your insurance policy to check that they will reimburse 100% of the costs of your surgery.

Cancellation policy

You must cancel your surgery in writing. Cancellation within 3 weeks prior to your surgery will result in costs already incurred to the sum of 25% of the costs of surgery being billed to you. Cancellation within 48 hours prior to the agreed date of surgery is only permitted in the case of absolute and demonstrable force majeure.

In all other cases of non-insured care, you will be billed for 100% of the agreed treatment costs. In the case of a treatment that is reimbursed by your healthcare insurance company, your treatment cannot be rescheduled at Bey by Bergman Clinics. The aforementioned cancellation policy also applies if the surgery cannot be performed due to failure on your part to fulfil your responsibilities as listed in this leaflet.

Finally

This leaflet serves as preparation and as a supplement to the conversation with the plastic surgeon and as a 'reference' for the period after the surgery. However, such a description can never apply completely to each individual situation. Plastic and aesthetic surgery is not an exact science; this written information should in no way be construed as a guarantee for the course of events and the result of your procedure.