

## Aftercare - Dermal Filler Lips

Dermal fillers are composed of hyaluronic acids which can be used to plump and restore volume and shape to the lips.

Dermal fillers are temporary as they are eventually absorbed by the body and can be reversed with hyalase treatments. You can expect your results to last 6-12 months.

Recovery instructions:

Directly after treatment there will be swelling, inflammation and tenderness. To soothe your lips apply a cool pack or ice wrapped in a clean cloth for 20 mins and again as necessary.

To prevent the risk of infection you must avoid for 48 hours:

- Extreme temperatures.
- Swimming pools / spas / saunas.
- Kissing.
- Smoking.
- Applying lipstick or gloss.

If you have previously suffered from facial cold sores there is a risk that the treatment could contribute to another outbreak - if this happens please take your anti-viral medication.

Common side affects:

- Swelling, itching and discomfort at the injection points.
- 1 in 10 patients get extreme swelling for 48 hours.

Adverse reaction awareness:

- Discolouration of the skin or lips. Spontaneous pain or discharge at injection points. (Contact us immediately)

### Review procedure

Please schedule your complimentary review appointment 14-28 days after your injectable treatment where you can discuss any post-treatment concerns and your outcome.

Patients who attend their review during this period may, if required and at the discretion of the practitioner, get a complimentary adjustment to achieve the outcome agreed at consultation. Any adjustments outside of the agreed expectations or after 28 days will be chargeable.

Adjustments cannot be made before 14 days because it takes this time period to ensure all inflammation and swelling has resolved to allow an accurate assessment of the outcome.

# Patient support

## Adverse reaction

If you believe you are having an adverse reaction to your treatment, which is outside of the listed common side effects, then please:

- During opening hours [call us](#) immediately.
- Out of hours visit your local hospital's A&E and inform us by email.

If you are able – please document your concern with photographs and email them to us. If our staff tell you to attend the clinic for a physical assessment then you must do so and provision will be made to see you quickly.

## Complaints procedure

Everyone expects a positive experience and a good treatment outcome. However, the practice of aesthetic medicine is not an exact science as every individual responds differently to the same treatment. You may require an adjustment or for certain treatment types a reversal. Some treatments can not be adjusted

or reversed. If you are dissatisfied with the service you have received you can read our complaints procedure and submit a complaint at: [www.faceandbody.co.uk/complaints](http://www.faceandbody.co.uk/complaints)

## Consumer redress schemes

If you feel that we have not addressed your concerns through our complaints procedure then you may seek complaint resolution for:

- Customer service at the Cosmetic Redress Scheme: [www.cosmeticredress.co.uk](http://www.cosmeticredress.co.uk)
- Treatment outcomes through Health Improvement Scotland at: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

## Request for medical records

You may request a copy of your medical records, which incurs a £25 administration charge. You will need to attend a meeting with the Clinical Director to sign for the documents.

T 0131 226 9610  
E [enquiries@faceandbody.co.uk](mailto:enquiries@faceandbody.co.uk)  
32 Alva Street, Edinburgh EH2 4PY  
[www.faceandbody.co.uk](http://www.faceandbody.co.uk)

Regulated by:

