

Dear New Patient,

Welcome to Criswell & Criswell Plastic Surgery, the cosmetic surgery practice of Board Certified plastic surgeons, Kara K. Criswell, M.D., F.A.C.S. and Bryan K. Criswell, M.D., F.A.C.S. By now, you should have filled out your health information on our secure online patient portal (*Step One* on our Web Site Portal Page). This letter is *Step Two* of our new patient process. The packet of information informs you of the surgical and non-surgical services offered at Criswell & Criswell Plastic Surgery. You will also find information about our two locations, the appointment and treatment process, and our general financial policies and procedures.

As you begin this process, members of our staff will be with you, offering support throughout your entire experience. Defining your goals and achieving a successful outcome depends on a partnership between you and your doctor. Your responsibility in that partnership includes trusting us with your personal goals and confidential health information. It is important you understand that a successful outcome requires your participation throughout the pre-operative and healing process. We will depend on your cooperation before and after the surgery or procedure.

Please feel free to discuss with our patient coordinator, nurses or aestheticians any questions you may have at this time. We want to ensure that your questions are answered fully before you undergo a surgical or non-surgical procedure. We have prepared this information especially for you, and anticipate you to read it carefully. As our partnership begins, we want you to be completely informed and comfortable in your decision.

Thank you for your confidence; we assure you we will do our utmost to achieve the quality results you desire.

Sincerely,

The image shows two handwritten signatures in black ink. The signature on the left is for Bryan K. Criswell, M.D., and the signature on the right is for Kara K. Criswell, M.D. Both signatures are written in a cursive, flowing style.

Bryan K. Criswell, M.D., F.A.C.S., Kara K. Criswell, M.D., F.A.C.S. and Staff
Criswell & Criswell Plastic Surgery

SURGEONS & STAFF

Bryan K. Criswell, M.D., F.A.C.S.

- ❖ Board Certified by the American Board of Plastic Surgeons
- ❖ Member of the American Society of Plastic Surgery
- ❖ Fellow of the American College of Surgeons
- ❖ Member of the American Society of Maxillofacial Surgery
- ❖ Member of the North Carolina Medical Association

Kara K. Criswell, M.D., F.A.C.S.

- ❖ Board Certified by the American Board of Plastic Surgeons
- ❖ Member of the American Society of Plastic Surgery
- ❖ Fellow of the American College of Surgeons
- ❖ Member of the American Society of Maxillofacial Surgery
- ❖ Member of the North Carolina Medical Association
- ❖ Chairman of Plastic Surgery, Novant Health Presbyterian Medical Center, Charlotte

Clinical Manager

- ❖ Carol Tyner, RN, BSN

Nurses

- ❖ Lauren Marshall, RN, BSN
- ❖ Carol Tyner, RN, BSN
- ❖ Laurie Lee Daugherty, RN, BSN

Nurse Injector

- ❖ Julie Davis, RN BSN

Surgical Technician

- ❖ Jennifer Cox, CST
- ❖ Lindsay Sidders, CST

Estheticians

- ❖ Chloe Miranda, LE
- ❖ Brittney Lloyd, LE

Medical Assistant

- ❖ Stephanie Willis

Business Manager

- ❖ Victor Criswell

Patient Care Coordinator

- ❖ Darla Munn
- ❖ Patty Rossi

Front Office Administrators

- ❖ Kailyn Smith
- ❖ Ashley Weightman
- ❖ Sara White

Surgery Scheduler & Insurance Coordinator

- ❖ Lisa Prueckel

SERVICES

Criswell & Criswell is a one of a kind plastic surgery practice that caters to the individual and personalized needs of each patient. One of the many things that makes our practice unique is our two plastic surgeons, Dr. Kara Criswell and Dr. Bryan Criswell. Both are fully trained surgeons who have specialized in cosmetic and plastic surgery. And while it is rare enough to find a plastic surgeon with the training that both of our surgeons have, what is truly remarkable is that they are husband and wife. They trained together and they practice together. This team provides the foundation for our plastic surgery office and surgery center. The cohesiveness in our surgeons creates a comfortable practice ideal for our patients.

Cosmetic Procedures Offered:

- ❖ Face & Neck Lift
- ❖ Mini (Short scar) Face Lift
- ❖ Eyelid Lift (Blepharoplasty)
- ❖ Brow Lift
- ❖ Rhinoplasty (Nose reshaping)
- ❖ Full-face Rejuvenation
- ❖ Otoplasty (Ear pinning)
- ❖ Chin Augmentation or Reduction
- ❖ Breast Augmentation, Gel or Saline
- ❖ Breast Lift and Breast Reduction
- ❖ Liposuction
- ❖ Body Sculpting
- ❖ Tummy Tuck (Abdominoplasty)
- ❖ Body Lift
- ❖ Mommy Makeover
- ❖ Buttock Augmentation (Brazilian Butt Lift) Fat Transfer
- ❖ Labiaplasty (Vaginoplasty)

Reconstructive Procedures Offered:

- ❖ Breast Reconstruction
- ❖ Abdominal Wall Reconstruction
- ❖ Skin Cancer
- ❖ Mohs Reconstruction
- ❖ Chest Wall Reconstruction
- ❖ Scar Treatment

Injectables, Lasers & Medical Spa Services

Criswell & Criswell Plastic Surgery is known as being a leader among cosmetic and plastic surgery practices when it comes to non-surgical, medical spa, injectables, facials and skin care services. At Criswell & Criswell Plastic Surgery, we partner with the most advanced laser and skin care companies in medical aesthetics to provide you the results you are looking for in skin rejuvenation and laser hair removal. We specialize in providing the latest individualized rejuvenating products and treatments. Microdermabrasion, chemical peels, prescription and specialized skin care lines like Obagi and GLO are only a few ways our trained estheticians and surgeons can treat you to healthier, more luxurious skin. Skin care is vital for the maintenance of a healthy, youthful face and body.

The Obagi line of products is only available through a physician and plays a vital role in slowing the aging process and enhancing and maintaining the results achieved with cosmetic procedures. In addition to skin care products we offer a variety of skin care services.

Our Medical Spa Services include:

- ❖ Skin Care Consultations
- ❖ Customized Facials & Chemical Peels
- ❖ Botox & Xeomin: *always performed by the Surgeon*
- ❖ Injectable Fillers: Restylane, Juvaderm, Belotero, Radiesse & Voluma *either performed by the Surgeon or our experienced Nurse Injector.*
- ❖ Laser Hair Removal, all skin types
- ❖ Laser Rejuvenation: Wrinkles, brown spots, rosacea, acne scarring, vascular lesions
- ❖ Microdermabrasion, Dermaplaning
- ❖ Ultrasound Massage, Endermologie Cellulite Reduction
- ❖ Makeup Application
- ❖ Facial Waxing
- ❖ Spider Vein Treatments
- ❖ Skin Care Products Offered:
 - Obagi
 - GLO
 - Jane Iredale

LOCATIONS

Criswell & Criswell Plastic Surgery Center
Ballantyne
14835 Ballantyne Village Way
Suite 210
Charlotte, NC 28277

Criswell & Criswell Plastic Surgery
SouthPark
4310 Sharon Road
Suite V02
Charlotte, NC 28210

TREATMENT AND COMMUNICATION POLICY

Treatment

As a policy, we will follow up with you routinely to assess your treatment outcome and your satisfaction with the products, the technology, your experience and our service. It is our mission to ensure that you love being our patient! Please let us know what method of contact you prefer (cell phone, home phone, email, text, etc).

Communication

So that we can help you stay in touch with the latest information about us, we have created several ways for you to contact us or be in the know:

Website – <http://www.criswellandcriswell.com>

Specials - <http://www.criswellandcriswell.com/plastic-surgery-media-charlotte/plastic-surgery-specials-charlotte/>

Events- <http://www.criswellandcriswell.com/plastic-surgery-media-charlotte/events/>

- ❖ Website – <http://www.criswellandcriswell.com/special-events-offers/overview.cfm>
- ❖ Email Blast – information and special offers, sent monthly
- ❖ Follow Us on Facebook – <http://www.facebook.com/pages/Criswell-Criswell-Plastic-Surgery/367895670293>

Your Criswell & Criswell Plastic Surgery team of experts – Dr. Kara Criswell, Dr. Bryan Criswell, nurses, and aestheticians- will call you or email you occasionally to see how you are doing. We welcome your feedback on how we are doing too! You will receive Post-consultation and Post-operative surveys from our office. We would appreciate feedback about your experience with Criswell & Criswell Plastic Surgery.

Non-Surgical Appointment Cancellation Policy

We understand that a situation may arise that could force you to postpone your consultation and other non-surgical appointments. Please understand that such changes affect not only your surgeon, but other patients as well. As such, we request your courtesy and concern.

APPOINTMENT REMINDERS

We will call, text or email you to remind you of scheduled appointments, and when it is time to make a routine appointment. We may also call or write to notify you of other treatments or services available at our office that might help you. Unless you tell us otherwise, we will email or call you with an appointment reminder, and/or leave you a reminder message on your home or cell voicemail or with someone who answers your phone if you are not at home. Please let us know your preferred method of communication.

CONSENTS

Now that you've read information about our practice and our policies, you will need to read and review your consent forms, which are required before you see a Criswell & Criswell provider.