



# SURROUND CARE™ PROCESS SUMMARY

## Laparoscopic Gastric Bypass (REY and One Anastomosis) & Laparoscopic Sleeve Gastrectomy

This document provides an overview of the process you will follow when you receive Tailor Clinics follow-up bariatric services (Surround Care™) when you have your surgery elsewhere. Our comprehensive process is designed to ensure you have the education and knowledge to maximise your opportunity to have long-term success after your surgery.

### Blood Tests

As part of our process to ensure your adequate health and nutritional status, we would like to be able to access recent blood test results. If you have had recent blood tests, please provide us with an email or scanned copy of these. We may require you to have further blood tests done if we need a wider range of results to adequately monitor you.

If you have not had recent blood tests done, we can organise request forms for you.

### Patient Information Profile

This document is attached to this information pack. It provides us with contact details, general information about your health, physical abilities, and social state. You may not have exact answers to every question but do the best you can.

Please complete the Patient Information Profile and return to [reception@tailorclinics.co.nz](mailto:reception@tailorclinics.co.nz) at your earliest convenience.

### Patient Portal

We will provide you with a link to gain access to our Tailor Clinics portal system. This is designed to support and benefit our patients to have a better understanding of the post-surgical journey and your process with us. It will provide you with access to educational videos, information, extra resources, and associated quizzes to complete in your own time.

### Consultations

We recognise that you will have already had consultations with the surgeon, and/or the team who did/are doing your surgery however as part of the Tailor Clinics Surround Care™ program, we will also perform a short assessment at your first appointment to provide the most effective follow-up services for you.

Our consultations can be done in person or via the virtual platform. We try to accommodate the patient's preferences where we can. If you attend the clinic in Hamilton for face-to-face consults, we encourage you to bring a support person with you to these appointments as there is a lot of information covered.

You will meet some of these members of our team during your consultations:

#### Carlie Heath – *Bariatric Nurse Consultant*

Carlie is a Registered Nurse. Her role is to assess your individual general health and gain an understanding of your weight problem. She will continue to educate you about any bariatric surgery complications and/or side effects if they arise. They will advise and support you through your post-operative journey.

#### Nicolas Gunn/Zola McDonald/Laura Gunn – *Nutritionist*

Nicolas, Zola and Laura are qualified Nutritionists. Their role is to analyse your current dietary intake and examine your eating behaviours as well as give advice for post-operative food intake. They will ensure that you have a well-balanced diet after your surgery and will provide ongoing support and advice throughout your bariatric surgery journey.

#### Ann Monahan/Johan Louw - *Psychologist*

Ann, and Johan are registered Clinical Psychologists. They will assess the psychological aspects of your lifestyle that may have contributed to your weight issues and identify any underlying problems that may influence the outcome of the operation. They will look for triggers that may tempt you to eat and help with the development of coping skills before and after your surgery.

#### Laura Gunn/Nicolas Gunn – *Exercise Specialist*

Laura and Nicolas are experienced exercise specialists, and their role is to assess your fitness and physical activity levels and to create our tailored exercise program to assist you with functional post-surgery rehabilitation, and commence your goal of weight loss and improved well-being. The exercise program ('Barifit At Home' kit) will be encouraged at your own level, and guidance will be given with progressions to keep you motivated and challenged.

## Video: The Physiology and Psychology of Weight Gain

It is essential that all patients watch the video on the home page of our website prior to coming to see us for the appointments. The video explains the why's and how's of weight gain and highlights why human's do what we do. Even after your procedure, it is helpful to understand the processes in both your brain and your body, and how surgery and the accompanying mind-work can help in your weight loss success long-term.

## Payment

Please note this is a 12-month commitment you are making towards maximising the outcomes of your bariatric surgery. You will be required to pay for the Surround Care™ package in full, prior to your first consultation with us. This covers the post-operative follow-up consultations outlined in the Surround Care™ appointment structure, and the resources given/sent to you on your first appointment. Please note that this package is *not refundable, in part or full*, if you choose to discontinue at any stage in your post-operative journey.

\* Please be aware that there is a transaction fee of 2% for credit card payments over \$1000

## Follow Up Appointments

Your Surround Care™ package includes one year of regular follow up appointments with all members of our team, including the exercise specialist.

The psychological support provided in our process may highlight the need for further external psychological assistance outside our program. Any such sessions that are outside the scope of our program and would need to be arranged separately and at your own expense.

Please see the follow up appointment structure on the next page for the scheduled appointments you will need to attend over the next 12 months.

## Foundations of Healthy Living Retreats – *optional cost*

All Surround Care™ patients are given the opportunity to attend one of the FOHL retreats that are held during each year. These retreats have been running since 2012 with over 1200 participants gaining tools and strategies to assist them after surgery.

The retreat is a 4-day program designed to help you learn how to change the way you think, act, react, feel, and live after bariatric surgery. Each day of the retreat is packed with activities designed to help you re-focus on your weight loss goals. With expert guidance from our team of specialists and four days to focus on you, we hope you will leave reignited with some practical skills to help to achieve lifelong successful weight management.

If you choose to purchase the FOHL retreat, you may attend this at any time within 2 years of starting your Surround Care™ package, however from experience we know that patients receive most benefit around the 9 to 12-month post-operative stage. Dates and venues of the retreats are on both our website and the FOHL website ([www.fohl.nz](http://www.fohl.nz)). If you plan to attend the retreat at a certain time, please notify us as soon as possible by completing the online registration form, found on the FOHL website.

The retreat cost is \$2100 for the 4-day program, however if you are a patient of Tailor Clinics, including the Surround Care™ program, the cost is discounted to \$1850.

*Please note: numbers at each retreat are limited and registrations will be accepted on a first come, first served basis. No deposit required, however there is a cancellation policy on our website that we encourage you to read and understand.*

## The PACE Program

All patients are given a subscription to the PACE Program, our on-line retreat program, at the time of purchasing Surround Care™. The PACE Program, along with the FOHL retreat, is specifically designed to deal with the mindset and long-term behaviour changes that are required to ensure that your investment in bariatric surgery was the best thing you ever did. With this program you will experience the same sessions and learnings from the comfort of your home and at your own PACE. It is complementary to the FOHL program, either as an introduction if you are feeling a little anxious about attending, or as revision once you have attended.

*PACE stands for Practising Awareness through self-Compassion and Education.*

Over the 30+ lessons in the PACE Program, you will go on a journey of personal discovery that will help you to become aware of your own blocks and triggers, learn to put yourself first and arm you with the knowledge and tools to be confident that you will never go back to the 'you' before surgery.

## Cost

The Surround Care™ package covers:

- Patient backpack with resources
- 3-month supply of multivitamins
- 'Barifit at Home' exercise kit and program
- Portion control plate and Recipe book
- 6-week, 4, 8 and 12-month follow-up appointments with the team as outlined in the flow chart on the following page (nurse, psychologist, nutritionist, and exercise specialist)
- Subscription to the PACE Program

Total cost for this 12-month package is \$3200\*. If you wish to include participation at a retreat, the package will be \$5050.

*\*Tailor Clinics takes no responsibility for any surgical complications or side effects as a result of having surgery through another surgeon, company or third party, and will not be liable for any costs involved in resolving or rectifying these.*

## Appointment Structure

To assist you in achieving long-term weight loss success following your procedure, you will be required to attend appointments as per the schedule below. On-going support and education are an important part of your weight loss journey – surgery is just the beginning.

6 Weeks	<ul style="list-style-type: none"><li>•Nutritionist</li><li>•Psychologist / Behavioural Health</li><li>•Exercise Specialist (given 'Barifit At Home' kit)</li></ul>
4 Months	<ul style="list-style-type: none"><li>•Nurse</li><li>•Nutritionist</li><li>•Psychologist / Behavioural Health</li><li>•Exercise Specialist</li></ul>
8 Months	<ul style="list-style-type: none"><li>•Nutritionist</li><li>•Psychologist / Behavioural Health</li><li>•Exercise Specialist</li></ul>
12 Months	<ul style="list-style-type: none"><li>•Nutritionist</li><li>•Psychologist / Behavioural Health</li></ul>
Yearly Checks ( <i>fee for service</i> )	<ul style="list-style-type: none"><li>•Optional: Nutritionist, Psychologist or Exercise Specialist if desired- based on <i>fee for service</i></li></ul>
Retreat	<ul style="list-style-type: none"><li>•Attendance at any time within a 2 year time frame (<i>separate cost</i>)</li></ul>

*Please note: You will be required to have regular blood tests as part of the follow up process (every appointment except 6 weeks). You are also welcome and encouraged to continue to see our team after this twelve-month period, however fees will apply for these consultations.*

## Post Operative Support

In addition to the follow up appointments with our team, you will also have access to support groups and newsletters. This will provide you with new resources and ideas on a regular basis, as well as giving you the opportunity to meet with other people that have also had bariatric surgery. Details regarding these can be found on our website.

## Contact Us

Please feel free to contact us with any queries. Our office hours are Monday to Friday, from 8:00am to 5.00pm.

Phone: 07 859 0185

Fax: 07 859 0187

Email: [reception@tailorclinics.co.nz](mailto:reception@tailorclinics.co.nz)

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## Our Location

