

Frequently Asked Questions

- Q. What happens during a typical White Glove PostOP visit?
- A. During your scheduled visit, an experienced clinician will arrive at your home and perform a thorough, detailed interview including questions about your healing environment and surgical experience. They will conduct an in-depth examination including vital signs, wound checks, drain maintenance (if applicable), and risk assessment. Photographs will also be taken and included in the report that is sent over to your surgeon.
- Q. How long is each visit?
- A. The duration of each visit depends on a variety of factors including the complexity of the procedure, any special requests from the surgeon, etc. You can expect the visit to take anywhere from 45-60 minutes.
- Q. Do I still need to see my surgeon?
- A. While we do strive to complement the surgeon's expertise and care, we are not a substitute for routine post-operative monitoring. We are here to provide you and the surgeon with reassurance, information, and early identification of any potential issues that may arise.
- Q. How do you handle emergencies?
- A. White Glove PostOp clinicians do not provide emergency care, however they can assist in contacting 911 if necessary.
- Q. Do your clinicians prescribe medication or treat any chronic conditions?
- A. With the exception of antibiotics necessary to treat an infection under special instructions from the operating surgeon, White Glove clinicians will not prescribe or renew any medication (including pain medication) that was written by the operating surgeon, or any other provider.

- Q. How do you ensure the safety of the patient during a visit?
- A. Whenever possible, a chaperone is present during the interview and examination. If no chaperone is available, we will use secure video recording of the visit, which must be consented to prior to the visit. These recordings are stored on a HIPPA compliant, encrypted platform, are accessible only to authorized medical staff, and are solely used for documentation and quality assurance purposes.
- Q. Will you share my information?
- A. We take privacy and HIPPA compliance seriously. Only necessary recovery updates are shared with your surgeon, and all photographs and documentation are stored securely.
- Q. How much does each visit cost?
- A. Please contact your surgeon or a representative from White Glove PostOp for details on pricing.
- Q. Can I request multiple visits?
- A. Yes! Many patients choose more than one visit for added reassurance and smoother recovery. We offer discounted rates for bundled visits.
- Q. What is the cancellation policy?
- A. Cancellations made 48 hours or more before your visit will be fully refunded. Any cancellation made within 48 hours are non-refundable.