Dear Dr. John,

As you know, following surgery in January this year, I attended Post Operative care visits with you over three months. During these visits you stated that healing and full recovery can take up to six months.

On (date) I communicated with you via text expressing concerns that issues were ongoing. I was informed, via reply text, that it was likely there was “something else going on” and I should make an appointment.

I decided to persevere, however experienced ongoing cycles of what appeared to be infection in the left nostril. Other issues continued with dripping from both nostrils and taste and smell very impaired.

On (date) I attended your rooms to discuss these ongoing issues. Following discussion, clinical examination with use of camera and other apparatus you explained and showed me a bone fragment taken from my left nostril. You explained it was very likely the recurrent cycle of infections in the left nostril were as a result of the bone fragment in my nose. You stated the bone fragment was left behind during surgery and this could happen with the type of surgery conducted. We agreed on a treatment plan and follow up visit in one month if the treatment was not effective.

On presentation at your reception, to process payment, I was informed the charges were $395. I was informed Medicare benefit would be $147.25. The receptionist explained the charges related to the procedure and other use of apparatus. I stated I was unprepared and for such high charges. I stated I was not given any advance information of what was involved or charges applicable. I expressed that I had assumed that the visit was part of post operative care. The receptionist stated “I had had the three post op care visits, consequently full charges would now apply”. I expressed disappointment and dissatisfaction with the process and charges and requested this be passed on to you.

I write today to let you know that the infection cycle in my left nostril persists. The attached photos were taken as follows

* 1st photo prior to making the appointment to see you.
* 2nd photo taken approximately 15 days after the bone fragment was removed from my left nostril.
* 3rd Photo taken this week.

I write today to formally advise of my disappointment with outcomes and charges for services.

With charges

* Post Operative appointments at $55 per visit with no Medicare benefit, I understand, is not common practice and this continues to concern me.
* With the subsequent visit, unexpected charges (with no prior explanation of charges) to investigation ongoing post op issues concerns me.

With outcomes of surgery

* Dripping from my nostrils continues but is controlled with daily x 3 use of (medication)
* Taste and smell continue to be impaired.
* Infection in left nostril continues.

It is my view, that the diagnostic procedures conducted during the last visit are Post Op investigations, which could not be avoided and resulted in finding the bone fragment in my left nostril nose. The bone fragment in my left nostril was due to surgery conducted by yourself. It is my view, that I should not be charged for Post Operative care and especially not to deal with Post Operative care issues beyond my control.

I request a refund for the charges for all Post Operative visits as follows

* 1/1/21 - $55.00
* 1/2/21- $55.00
* 1/3/21- $55.00
* 1/8/21- $247.75

**TOTAL $412.75**

Please advise me of when to expect a detailed response.

Yours faithfully

**Jane Doe**