



Dr Rory Dower

Remote Consultation Guide

For out-of-town patients requesting a consultation with Dr Rory Dower by email or phone, this document will guide you step-by-step through the process of scheduling a remote consultation as well as what to expect through to the treatment itself and follow up appointments.

Step 1

Fill in our online enquiry or contact our offices to let us know which procedure you are interested in. Be sure to let our staff know that you are an out of town patient.

Step 2

You will receive an email with an online fillable form and details of the specific photos that Dr Dower will need to assess you prior to consultation. This should be emailed back, along with more information about your desired outcome and aesthetic goals.

Step 3

The consultation fee of R900 can then be paid in one of the following ways:

Overseas based patients:

Manual Credit or Debit Card Transaction (Done Telephonically)

SWIFT transfer

Account Name | Dr Rory Dower (Pty) Ltd

Investec Bank | Grayston branch | Branch code 580105

Account/IBAN number 10011871602 | SWIFT code IVESZAJJXXX

Locally based patients:

Manual Credit or Debit Card Transaction (Done Telephonically)

Electronic transfer

Account Name | Dr Rory Dower (Pty) Ltd

Investec Bank | Grayston branch | Branch code 580105 | Account number 10011871602

Cheque or cash deposit (please make these at ABSA bank using the below information)

Account Name | Investec Bank

Branch code 580105 | Account number 01043960306 | Reference 10011871602

Please email accounts@drdower.com with proof of payment

Once we have received the consultation fee, our staff will contact you to schedule a remote consultation with Dr Dower.



Dr Rory Dower

Step 4

After the consultation, you will receive a formal quotation based on the proposed surgery discussed, along with our pre and post operative instructions and a copy of the consent form, which Dr Dower will go through with you personally (before signing) on the day of surgery

Step 5

Once you are satisfied that all your questions have been answered and you have decided to proceed with surgery, a deposit will need to be made to secure a date for your procedure. At this point, you may want to explore the additional service packages we have available, including a transfer package, local accommodation bookings as well as rejuvenation holidays.

Step 6

You will be sent an itinerary, which will include all your appointment details
If you have chosen to include a rejuvenation holiday, this detailed itinerary will be sent once final arrangements have been made.

Step 7

The remaining payment for surgery should reflect in the practice account a minimum of 3 weeks before the scheduled procedure

Step 8

Your pre-operative appointment will usually take place the day following your arrival in Cape Town, once you've had a chance to settle in and acclimatize. If you are arriving the day before surgery, the consultation would need to take place on this day. It is important to understand that neither you, nor Dr Dower is under any obligation to proceed with surgery until this thorough assessment has been done. If for whatever reason, either of you decides not to go ahead with the procedure, the cost of the surgery will be refunded in full, less the deposit. Please note that we will make every effort to avoid this eventuality, but this requires that we have received the correct information from you including a good understanding of your expectations, your correct medical information and accurate photography.

Step 9

On the day of surgery, you will begin the admissions process a minimum of 2 hours before your procedure is scheduled to start. During this time, you will meet your specialist Anesthetist. Dr Dower will see you prior to your discharge, if you have been booked as a day case, as well as the following morning if you are staying over in hospital. On the evening of discharge, Dr Dower will call you to see how you are doing.

Step 10

Your follow up appointments will be scheduled according to your procedure and itinerary. We ask you to keep us updated with regards to your progress following your return home and Dr Dower is available to address any concerns that you may have.

Office Contact Details:

T:021 840 7108 | E: admin@drdower.com | W: www.drdower.com

Mediclinic Vergelegen
Block 1, Suite 5
Main Road, Cherrywood Gardens
Somerset West, 7130

Busamed Paardevlei Private Hospital
Room 201, 4 Gardner Williams Avenue
Paardevlei Estate
Somerset West, 7130