

Guide to CLIENT PROCESSING*

*The below information is simply a general guide to consider when relaunching your practice. Please be sure to consult with your state and federal directives accordingly.

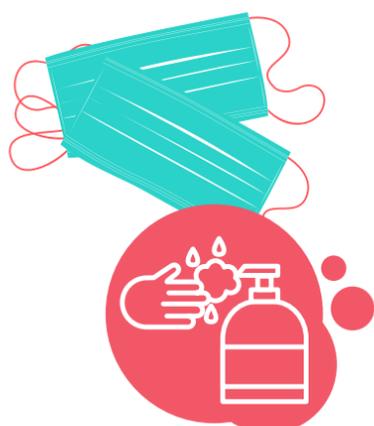
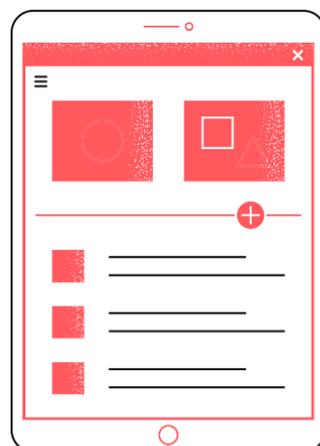


UPON ARRIVAL

Prior to your patients arrival for their treatment you will want them to **CLEARLY** understand how they will be processed through the practice. Consider created a branded piece similar to this for a visual of what they can expect!

ONLINE / LOW CONTACT FORMS

Minimizing contact points is key. Make sure your forms are electronic and can easily be completed via your website and / or your patients personal digital device. However, have a backup in case technology doesn't cooperate. Consider a clip board that stays 'outside' the practice have an abundance of 'inexpensive pens' for those clients that don't have them, and put forms into ziploc bags/etc.



MASK + WASH

Similarly to the 'upon arrival' details for your patients, make sure to manage expectations and communicate what your mask and hand washing expectations are. I.e. will masks be supplied, or are they to bring their own. Do you want them to immediately wash their hands upon entry?

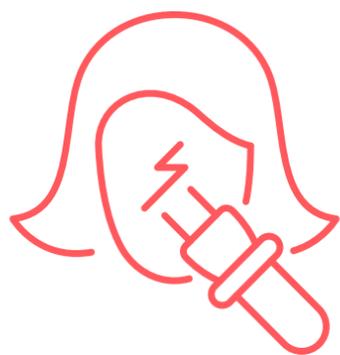
SANITIZE PROCEDURES

Your patients will want to understand your procedures for sanitizing in between patients and overall. Consider posting a quick video on your social feed that you can easily 'share' with patients pre / post treatment. As well as post some 'eye appealing' flyers around patient areas.



POST TREATMENT

Here's what you can expect post treatment, and make sure to clearly note any changes since your re-opening! Make sure to clearly inform you patient of what to expect post treatment, From the healing process, to the follow-up process from your team. Consider getting a clear program in place that allows you to text them easily (this will be a win-win when looking to expand marketing efforts). Don't forget to outline a clear skin care program for them as well (and sell product where possible)



FOLLOW UP

Upon the patient returning home, make sure you have an easy way for them to submit key 'after' photos, based on your preferred timeline (and by treatment type). This will be even more important now given we will be looking to minimize contact points for a while. Maybe it's ensuring them you will hold a tele-consult, for key follow-up.



FOLLOW CDC GUIDELINES

Following key CDC Guidelines will be important, as you open and moving forward. Keep this link handy and visit it frequently. You will also want to uncover any specific guidelines established by the state in which you operate.

<https://www.osha.gov/Publications/OSHA3990.pdf>