



Laser Hair Removal General Protocols Edmund Fisher MD

Overview:

Laser hair removal is a high tech personal grooming service. Like any medical service, bedside manner, professionalism and comfort are essential skills to ensure we are providing the best possible experience. It's important to audit your schedule the day before, check for any patients that may need sessions (ask if they are doing a single session or plan to buy a package before you treat) so there are no surprises. Check the patient notes in all three areas (alerts, appointment notes and general profile notes) so you are prepared and know what to expect at all times.

New Patient:

- Review intake form on SmartWaiver platform. Look for any red flags such as patient using Retinol, antibiotics or excessive sun exposure.
- Complete the SpaKinnect facetime good faith exam aka: Dr. on Demand
- Introductions:
"Hi I'm (name). I'm going to be your nurse today. Before we get started I'm going to tell you a little about our service, what to expect and how we will treat today. First the technology we use is an Alma diode laser, considered to be one of the best in the industry. We will start out on some lower settings, see how you do and work our way up to higher settings as you go through your treatment series. Typically you'll book each session about 6-8 weeks apart for anything on the body (about 4 weeks apart for anything on the face). During your treatment series you'll only shave, no plucking or waxing the hair as the laser will be looking for the hair follicle under the skin surface and so we need it to always be in tact. You'll want to stay out of the sun two weeks before and two weeks after each session to avoid getting pigmented or sun damage as well. You'll also need to be off of any antibiotics at least two weeks before coming in and make sure you also are not using any retinols on the areas you are treating. Everyone will need at least six sessions to start with. Some clients are done after six, others may need 9-12 sessions. Hair growth is hormonal, and that can always vary. As I treat, I'll watch for your skin's reaction to ensure your safety. Our goal is for the settings to be high enough to where you feel a slight rubber band snap sensation, but never any pain

because we have a cool touch head and apply cooling gel. Any questions before we get started? Great!”

Existing Patient:

“Good to see you. How are your results going and is there any specific area you’d like me to pay special attention to or double pass for you? Any changes in medications, no antibiotics or retinol use? Excellent let’s get started.”

Fitzpatrick Scale + Settings:

The lasers are intuitive, so as you move up in the Fitzpatrick scale, your settings jump to a suggested starting point. You will have to gage their starting point by using this Fitzpatrick scale and set the laser accordingly. Patient skin color will vary depending if they have been in the sun, so it’s imperative you not only check prior settings that were charted, but also look for any changes in skin color and calibrate laser accordingly. If patient has been in the sun, educate the patient that you will need to turn the laser down and she may not get the full benefit of the treatment. If they wish to reschedule, they can save their session by paying the cancellation fee of \$25 small/medium area, \$50 for large to x-lg area. As you are treating, it’s important to watch their eurhythmic patterns (pinkness of the skin). Once you see mild indicators of this inflammation, the setting should not go any higher (even if the patient says they can tolerate more). Of course, you need to watch for any birthmarks, tattoos and/or open wounds. You’ll avoid these areas altogether.

Fitzpatrick
Skin Type

Celebrity
Match

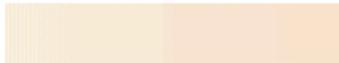
I

White
Always burns,
never tans.



II

Beige
Usually burns,
tans with difficulty



III

Light Brown
Sometimes burns,
slow tanning



IV

Medium Brown
Rarely burns,
fast tanning



V

Dark Brown
Rarely burns,
fast & easy tanning



V

Black
Almost never burns,
fast & dark tanning



SHR Mode Skin Test Parameters

Skin Type	Fluence (J/cm ²)	Accumulative (kJ)	Grid Size (cm ²)
I-III	10	8-10	10 x 15
IV	8	8-10	10 x 15
V	7	7-9	10 x 15
VI	5	7-9	10 x 15

- Always perform a skin test on the intended treatment area during the first treatment session.
- It is recommended to wait 15 minutes for skin type I-III and 30 minutes for skin types IV-VI.
- Shave the area.
- Cover the treatment area (150cm²) with a coat (1-2mm) of cold ultrasonic gel.
- **If patient complains of excessive discomfort, discontinue treatment and assess for skin reaction.**

Treatment

General

The Soprano^{Lite} system has recommended preset parameters that correlate to the desired treatment area. Once selecting the desired treatment area from the system's touch screen, the screen displays the recommended fluence (expressed in **J/cm²**), total energy (expressed in **kJ**), treatment time (expressed in seconds) and number of grids. The default fluence and total energy parameters can be adjusted by the operator when the system is in **Standby** mode.

Treatment:

Apply thin layer of gel to each area of treatment using a clean wooden spatula. Set the laser in accordance to Fitzpatrick and tolerance levels specified in your manual. With light pressure, completely flush against the skin, test shoot and inquire with client about pain tolerance and comfort levels. The client should not feel pain, but still feel the zap and warmth of the laser. Always watch skin reaction, no frosting or flare up should occur. If all looks well, continue to

treat area in accordance to your individual area training. After each treatment, lightly scrape off gel with wooden spatula. Wipe area with warm towel to ensure comfort. Before you leave the room, hand the client warm towels to remove any remaining gel. If you are treating their face, offer to apply sun screen for them. Invite them to finish toweling off and use any additional hygiene products from the shelf.

Room Set-Up:

- Place approx. 10-15 towels in basin, fill with enough water to dampen all the towels
- Wring them out and place them in the warming cabby.
- Double check you have enough patient drapes, blue pads, sticks and gel for the day.

Room Clean Up In Between Patients:

- Wipe down laser head with Cavi fluid and paper towels or Cavi wipes.
- Dispose of all paper products.
- Cavi spray and wipe down the bed.
- Alcohol swab the laser glasses (do not use Cavi fluid)
- Wipe down any door knobs and/or products patients may have touched.

Room Shut Down for the Evening:

- Sanitize all areas with CAVI spray including bed, door knobs, cabbi towel warmer, laser hand pc, gel bottles and personal hygiene products on the shelf.
- Paper dress the bed.
- Wipe out towel warmer, put any extra towels in trash and leave open for it to air out overnight.
- Restock gel sticks, razors, blue pads, patient drapes, alcohol pads and refill gel bottles.
- Take out trash and reline trash can.
- Swiffer floors.

Frequently Asked Questions:

Prep

Can I come in non-shaved to show you the areas I need treated?

A: Yes, we can certainly shave you. Please note there is a \$10 fee per area we need to shave.

Can I be in the sun?

A: It's always recommended you sustain from sun exposure 2 weeks before and 2 weeks after your laser session. This is so you do not hyper pigment.

Why can I not do Retinol or antibiotics when doing laser?

A: Retinol, Vitamin A and Antibiotics can make your skin photo-sensitive. This could cause a reaction, rash or hyperpigmentation.

What if I'm on my period? Can I still do Brazilian?

A: Yes. Our nurses are trained to work with any sensitivity issues and you can wear a tampon.

Do I have to shave the same day I come in?

A: Not necessarily. You may shave the night before to avoid sensitivity.

Can I laser and do a facial on the same day?

A: Generally it's not recommended you do anything additional to your skin for at least 24 hours. Any laser types of facials should be done at least 2 weeks later.

Can I work out after laser?

A: Yes, just no hot or heat related activities such as hot yoga, saunas or hot tubs.

What if I pluck, thread or wax?

A: You must wait at least 2 weeks to come in after doing any of these and you must continue shaving the entire time you laser thereafter.

Sessions and Appointments

How many sessions do I have left?

A: I can look that up for you and you can also check that by logging into your Client Profile on our website or the Mindbody app.

Do my sessions expire?

A: Your sessions never expire. Even if our system tries to expire them, we reset them so you are free to use at your leisure.

I was charged for a no-show and I called. How do I get that session back?

A: For small to medium size treatments, you can reinstate them by paying the \$25 late cancellation fee. For large to extra large appointments or facials it's \$50 (Please do not argue with them over this fee. Refer them to a manager if it becomes a problem)

How long between each session do I book?

A: Laser for face – 4 weeks; torso 6 weeks; legs 8 weeks

How many sessions will it take to be done?

A: Everyone's body is different and hormones control our hair growth so it's hard to ever predict how many sessions someone will need to be completely done. The recommendation for everyone though is to start with 6 sessions on an area if it's not been treated before. After that we sell 3 packages and individual sessions.

Do you treat brows?

A: Generally we don't because we do not get near the eye area with the laser.

My hair did not fall out, what happened?

A: Hair grows in cycles. Laser treatments weaken the blood flow to the hair follicle therefore it dies of gradually. Hair does not automatically fall out when lasered.

Can I stop laser and come back to it later?

A: Yes although consistency is key since we don't want the hair to regain strength, you can stop treatments and pick them up later. You just might need to do extra touch ups if your hair growth regains strength.

Can I treat while being pregnant or breastfeeding?

A: It is not recommended and the RN is instructed to not treat.

Can you laser over my tattoo?

A: No the laser is designed to pick up pigment below the skin. A tattoo will be damaged if we laser over it.

What are my options for booking my next appointment?

A: You may book over the phone, on our website at LuzLounge.com or via the Mindbody app.

Can I book with a specific nurse or choose the room/machine I want to be in?

A: We can always do our best to book you with your favorite nurse but we do not ever guarantee it since their schedules do change often. To best monitor who you are booked with, please log into your account online or via the Mindbody app. We do not offer choice of laser machine.

Can I split a package up with my friend/family member?

A: All clients must be booked individually and have their own packages for our booking system to properly check them out.

What if I don't want the full Brazilian?

A: We offer treatments by the body part so anything inside the panty line is considered part of the Brazilian. You can leave behind anything you don't want treated by not shaving it so the nurse knows where to stop.

Why do I need to talk to a doctor or nurse practitioner before treating?

A: In many states it is a legal requirement. If you are being asked to speak to a nurse or doctor before treatment it is because your state requires it.

Purchasing

What are the different size areas?

A: Small is generally lip, chin, sideburns, hands, feet, navel or breasts. Medium is full face, lower arms, shoulders, buttocks or underarms. Large is back, chest, full arms, Brazilian, upper leg, lower leg. Xtra Large is full back and shoulders, full chest and abs, full legs.

Can I combine a couple areas on a Groupon?

A: Our system is set up for one body part per Groupon vouchers therefore they many not be split.

What kind of discount can I get?

A: We offer discounts on your first visit or at redemption of your Groupon voucher.

I only have a few hairs here, do I need to buy the whole area or can you charge me less?

A: Since all bodies and hair growth are different, we only charge by the body part, not amount of hair.

Can I buy more than one Groupon?

A: The policy and fine print is one Groupon per client. You may buy more than one as a gift.