

## Script for Acne Consultation

### I. Look over Questionnaire

Review the questionnaire and see if they have indicated any:

- use of medications or have any medical history that could be an issue in clearing their skin.
- lifestyle considerations that you will have to address when going over the Acne Information packet.
- foods that they regularly ingest that may contribute to their acne.
- products currently being used (especially makeup) that could be causing any irritation or comedogenicity
- treatments that could interfere with the consultation.

Address anything that may compromise their treatment or the clearing of their skin.

If they have been using Retin A or any other tretinoin and/or prescription topical product, you need to know if they have been off of it for two weeks. If they didn't stop using it, you cannot test their skin nor do a treatment because their skin will be much too sensitive.

If they have indicated that they have used benzoyl peroxide, ask them if it was in a cleanser or a leave-on product. If it was a leave-on product, ask them if they used it all over or just used it as a spot treatment. If they used it all over, ask how long ago they used it. If it was recently enough, they won't have to use the timed schedule for the Acne Med. If they used only a cleanser or they used it just as a spot treatment, they will need to do the timed schedule for the Acne Med.

If they have marked that they are allergic to any products discuss the details with them to determine any needed information. Make sure to add this information to the Acne Client Treatment Notes and highlight it! If they have noted that they use fabric softener/dryer sheets or indicate they eat or ingest any problematic foods you can discuss those with them when you talk to them about the ***Lifestyle Choices That Affect Acne*** document later on in the consultation.

Once you have gone over their Questionnaire, direct them to lay down on the facial bed to start the skin analysis.

### II. Skin and Acne Analysis

Start by telling client you are going to put goggles on their eyes and shine a bright light to analyze their skin. Look at their skin and assess what skin issues they have. It may be acne, rosacea or folliculitis. Sometimes you can't tell whether it's folliculitis until you do extractions. In the rest of the analysis, assess the following:

1. Is it acne or an acne imposter?
2. Skin type
3. Acne type
4. Acne severity
5. Skin conditions that may delay treatment (see Acne Home Care Guideline)
6. Compromised skin conditions (see Acne Home Care Guideline)
7. Fitzpatrick type
8. Age

Make a note of all the above to later write all findings in their Acne Client Treatment Notes.

### **III. Take photos of their skin**

First ask the client if it's ok to take their pictures. Tell them it's just for their file to track their progress. Steps to taking pictures:

1. Put camera in macro mode (small flower icon)
2. Turn off the flash
3. Turn on overhead lights
4. Turn on mag lamp if needed
5. Take pictures, filling up the viewfinder - 5 pictures total - 2 @90°, 2@45° and one straight on.

Transfer these pictures to the computer and make a folder for them naming the file as their name and the date.

### **IV. Test their skin with exfoliants (serums)**

I always tell the client what I am going to do next - "now I am going to cleanse your skin and test some serums on you to find out what your skin can tolerate." At this point, do the Skin Sensitivity Test on them.

(For consultations only - If they are not having a treatment apply moisturizer + SPF, then have them sit back up and tell them you are going to give them a lot of information about their skin and about acne. Go through the Acne Information Packet, Price List, Client Agreement Form and Home Care Directions.)

### **V. Perform the treatment**

If they are getting a treatment with their consultation, tell them you are going to start their treatment by saying, "I am going to do a very mild corrective peel on you and you may feel nothing or maybe a little tingling. You probably will not have any peeling from this. We will do extractions after the peel. You may have some slight peeling from this treatment but it won't be much if any at all."

While doing the peel, I will go over what acne is and why it takes 3 to 4 months to get clear. I tell them I will be going over a lot of information at the end of the treatment.

For both consultations and consultations with treatments explain the following:

### **IV. Acne Consultation Packet**

Go through the packet page by page.

### **VI. Acne Price List of Products**

You can say "so let's go over what products you will need to get your acne under control."

“For your home care regimen, these are the products that you will need:”  
Highlight or check each product needed. No need to go into detail about what each product does - the client is already getting overloaded with information. Then ask, “are we moving forward with this?”

## **VII. Client Agreement Form**

Tell them you are going to get their products and will be right back. But while you are gone you would like them to fill out the “Client Agreement Form”. You can say, “this is our Client Agreement Form - it basically spells out the expectations we have of you as our client. We are going to do our part to get you clear and we want you to know what your part is. Please read this and initial and sign. If you have any questions about this I will answer those when I get back.”

## **VIII. Home Care Directions**

Return with the products and explain to them how to do their home care. After you are done, let them know that we will be emailing them in about a week to follow up, but to contact us with any concerns or questions. Remind them to not do their routine that night but to start the next morning.

### **Next Steps**

1. Book next appointment. Tell the client they should schedule their appointment for two weeks. Remind them that if they can't make it, they **MUST** check in with us to get their routine change.
2. Give client Dixie cups if needed.
3. Let them know if there are any questions or concerns about products or routine, to please contact you.
4. Remind them they will not do their home care that night if you gave them a peel.
5. Fill out the Acne Client Treatment Notes.
6. Make a folder for their pictures with their name and date.
7. Put before pictures in that folder.