

A close-up photograph of a woman's face, showing her eyes, nose, and lips. She has brown hair pulled back and is looking directly at the camera with a neutral expression.

 pastelle

Client Management Flow

Cryomed
Aesthetics

Forms to be used in conjunction with Pastelle Treatment	
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Patient Information Sheets/Marketing Letters	Skin Rejuvenation
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Vellus Hair Reduction

Pigmentation

Carbon Peel Treatment

Tattoo Removal

Consultation Checklists	Vellus Hair Reduction
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Pigmentation

Skin Rejuvenation, Carbon Peel

Tattoo Removal

Treatment Plans	Skin Rejuvenation
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Vellus Hair Reduction

Pigmentation

Carbon Peel Treatment

Tattoo Removal

Treatment Notes	Skin Rejuvenation
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Tattoo Removal

Patient Management Forms (for Reception)	Patient Information and Consent for Medical/Laser Treatment Form
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Skin Typing Form

Consent Form

Patient Management Forms (for Treatment Room)	Fluence Test Spot Notes
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Laser Treatment Notes (either the single use or multiple use forms, as appropriate)

Patient Management Flow	
Telephone Enquiries	Refer to treatment information sheets to answer all patient questions.
	Aim to book the patient for a 30-minute consultation.
	If the patient does not book a consultation, aim to obtain their email address, and email a copy of the information sheet.
	Review the pre-treatment guidelines with patients prior to their appointment.
	Confirm the patient's consultation 48 hours prior to the appointment.
Email Enquiries	Response should be same day as enquiry.
	Have standard email copy available, but make sure this is customised to the specific enquiry, and also ensure that you provide specific answers to all questions.
	If the patient does not book an appointment within 24 hours, you should follow up to check (1) whether they would like to make an appointment, and (2) if they have further questions.
Over-the-Counter Enquiries	Provide brief, positive spoken information as well as handing out the information sheet.
	Attempt to book the patient for a 30-minute consultation
	Review the pre-treatment guidelines with patients prior to their appointment.
	Confirm the patient's consultation 48 hours prior to the appointment.
First Appointment Procedure	Patient must complete the New Patient Information Form
	Patient must complete the Skin Type Form
	Provide the patient with the Patient Information and Consent for Medical/Laser Treatment Form to read.
After Consultation, Book First Appointment	Give the patient a copy of the completed Treatment Plan
	File the original Treatment Plan in the patient's chart
	Book a 15 minute treatment slot, based on the notes in the Treatment Plan
	Make sure you nominate the treatment to be performed in the appointment log
	Review the pre-treatment guidelines with the patient and stress the importance of adhering strictly to them.
	Ensure that the patient is aware of the clinic's treatment cancellation policy.
	Ensure that the patient signs any script for medication.
All Charts Must Include:	New Patient Information Form
	Skin Type Form
	Signed Patient Information and Consent for Medical/Laser Treatment
	Signed Treatment Plan
	Treatment Notes
	Baseline photograph(s) of area to be treated