



Operations Manual

October 2023



BRITISH COLUMBIA
BOTOX® CLINICS

by Dr. Ward

CoolSculpting® Policies and Procedures

Patients interested in CoolSculpting can only book via phone (not online)

Forms:

1. Informed Consent, Intake and Price List Form
2. Medical Consultation Form
3. Quote and Plan Form (patient will take this with them as well)
4. Treatment Form
5. Brilliant Distinction and Receipt Form
6. Aftercare Form
7. Evaluation Cycle Form (for staff sessions)

Step 1: Patient calls for a Consultation

- Patient is booked for 30 minutes, in-person with Dr. Ward during Family Practice clinic hours.
- Over the phone, a medical chart is created for the patient in the Botox EMR (input demographics over phone). This will be the patient's main chart for CoolSculpting.
- In Dr. Ward's Family Practice schedule (ECMC EMR), prioritize and block 30 minutes of time and title "CoolSculpting Consultation – Patient Name: ___" Change appointment status to "CoolSculpting Consultation" (light blue).
- Note, do not create an actual patient chart in the ECMC OSCAR (only the Botox OSCAR). The ECMC OSCAR will only be for scheduling CoolSculpting Patients for consultation.
- Patient must then pay over the phone **\$125** (+ 5% GST and 2.65% square reader).
- In the reminder section of the patient's chart (Botox EMR), write "\$125 pre-paid, date: ___"

Step 2: Before the Medical Consultation

- Send patient the **Informed Consent, Intake and Price List Form** via e-mail
- Ask patient to review our website for additional information
- The patient should return the **Informed Consent, Intake and Price List Form** by e-mail or when they arrive. Scan to chart.

Step 3: Day of consultation + Booking

- MOA to put a patient sticker on **Medical Consultation** form
- MOA to take and record patient height/weight and waste circumference on Medical Consultation form before rooming
- Consultation done with Dr. Ward
- Medical Consultation form completed
- **Quote and Plan** form then filled out and photocopied (one for chart, one for patient)
- All forms uploaded to EMR
- Patient can then book for treatment (\$250 deposit required for first booking session only – record payment in Reminder section)
- Bookings for Dr. Ward should be during Family Practice days or weekends (discuss with him first re. availability).

- Bookings for Rene are on days Dr. Ward is not in clinic, but she is. Book directly into her ECMC EMR schedule (but patient chart is actually in the Botox EMR).
- Bookings for Melissa will initially be on days/times when Dr. Ward is in Victoria Botox Clinic and she has a CTO-day (TBD). Book into Dr. Ward's Family Practice schedule (ECMC EMR), but will likely need to e-mail both Dr. Ward and Melissa about such bookings.

Step 4: Day of Session

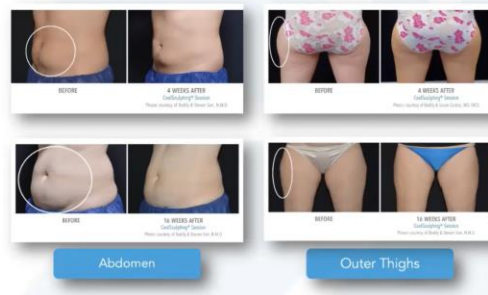
- Photo's are taken by provider in room before and immediately after
- Perform cycles and medically document what was done on the **Treatment Form** and planned follow up as appropriate (do they need reassessment or a phone call in 48 hours?). Upload to EMR.
- Discuss aftercare with patient and provider **Aftercare** form.
- Collect remaining payment (patient pays after each session and we do not collect "pre-payments" for next).
- Patient should book their next session for ~4 weeks later (if applicable). \$250 pre-payment not required but very important they receive a **reminder phone call 2 days prior**.
- Request e-transfer payment for provider remuneration via e-mail to Dr. Ward (Matthew.Norman.Ward@gmail.com). See fees in this manual.
- Ideally book follow up with the provider who did the session (except Melissa – book with Dr. Ward for such patients as needed). Take follow up pictures whenever patient comes back.
- Clean and tidy equipment / room
- E-mail Dr. Ward immediately if there was an issue (e.g., lost cycle card).
- Provide business card / ask for reviews if appropriate.

Step 5: Ensure all documents have been uploaded to patient chart (Botox EMR):

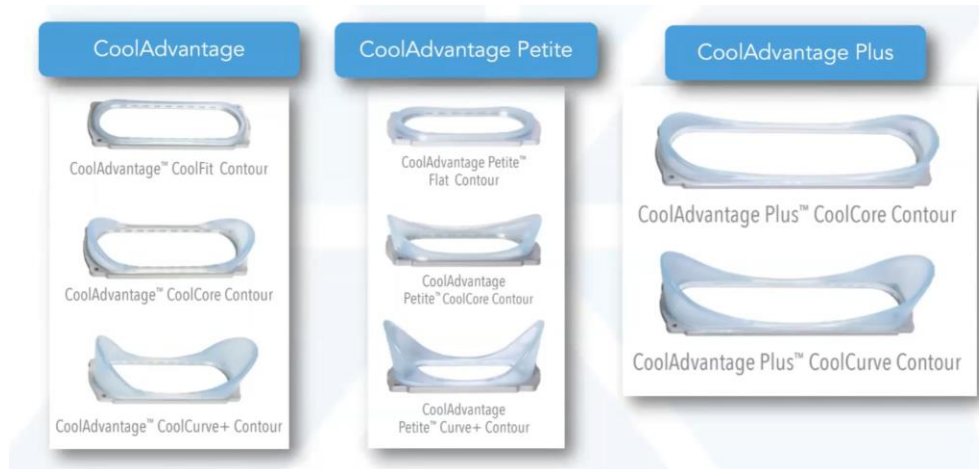
Pearls of the System

- System operated below 0°C and uses the **Freeze Detect® system**. Cooling can be down to -15°C.
- When Freeze Detect® system activated, Z409 message appears. Do not retreat areas for 24 hours!
- Need to use a Google sheet to log errors (after 10 minutes, you lose 1 cycle and \$)
- Before/After photos essential – use DSLR camera.
- **Well defined pockets** of fat are only the abdo/outer thighs (all else **continuous** or **linear**). Mark peaks of well-defined vs. tissue taper lines in continuous/linear.

Well Defined Pocket



- Contours and templates go with the Advantage line (Petite, Advantage, Advantage Plus)

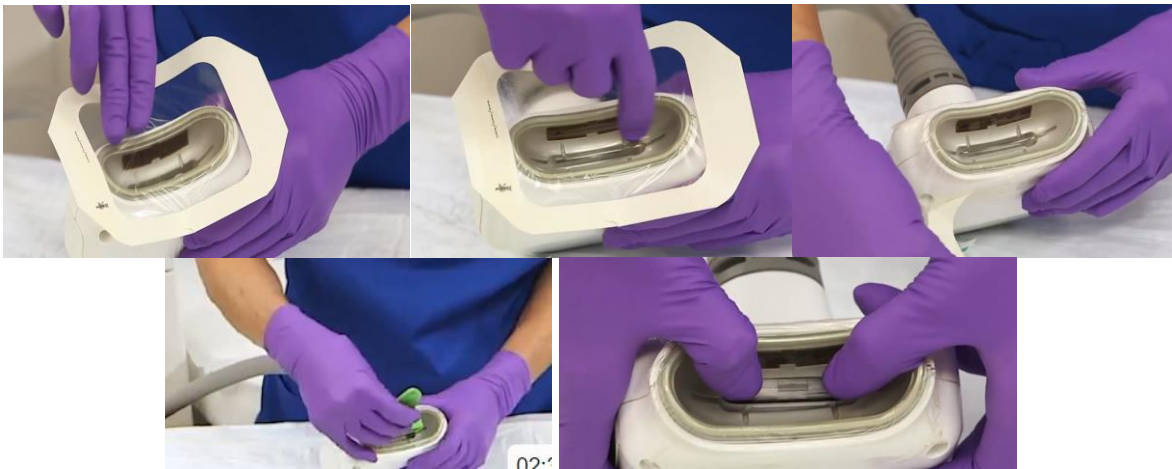


- Use washable markers during consultation / permanent during treatment.
- When assessing: Borders → Peaks → Orientation → Applicator → Markings → Tapers
- Vacuum setting is 50 for mini and **60 for all others**.

CoolMini



- Vacuum setting 50! (all others 60)
- 0 contours
- 1 plastic template
- Used: **submental fat (main)** and armpit, **distal thigh**
- Gasket needed: no
- Gel trap needed: yes (smaller) (change every time)
- Pre-Treatment Wipe: yes
- Gel Pads: no (use syringe instead)
- Liner: yes (unique: place syringe gel, then liner)
- Straps and Bonnets: yes (use special headrest and straps + special metal holder attached to machine)
- Price of 1 cycle: \$699
- Cost of 1 card: \$201.25
- Cost of 1 cycle capital/overhead: \$200
- **Provider fee per 1 cycle: \$150**
- Time: 45 minutes
- 2-minute massage: yes
- Total cooling area: 35 cm²
- **Supplies:** Liner (CoolMini green), CoolMini Liner prep tool, CoolMini gel trap, CoolMini Gel Syringe, CoolMini cycle card, pre-treatment skin wipe, applicator planning template, stability pillow+straps, metal holder. Other: gloves, markers, alcohol, swabs, pads, etc...
- **Preparation:** 1) clean applicator 2) Remove backing from CoolMini Liner 3) Place over and ensure seal 4) Engage vacuum (50 for submental) 5) Look for tears/bubbles 6) Remove backing and fold 7) puncture liner using tool 8) insert gel trap 9) repeat above for a second location after 5 min.



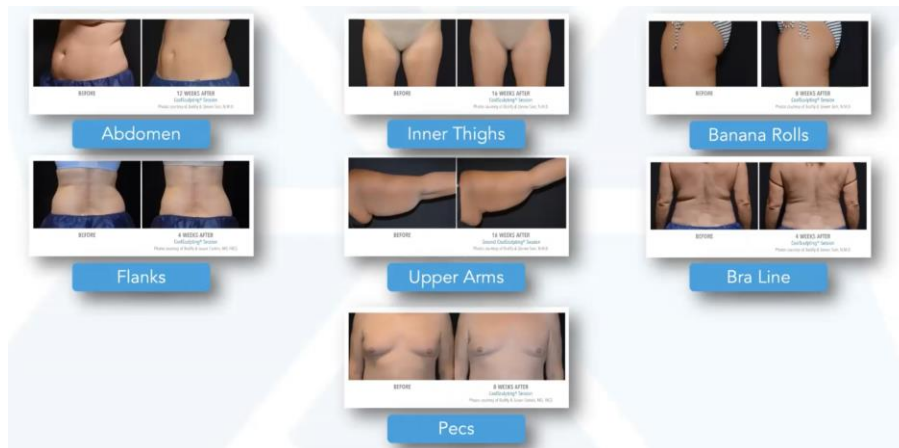
- **Placement:** 1) pre-treatment wipe 2) Apply entire syringe of gel to area 3) use c-clamp and place. Ensure patient can swallow easily. Patient should avoid speaking.



CoolAdvantage Petite



- Vacuum
- Used for smaller patients
- Used: **Abdomen, Flanks, Inner Thighs, Pecs, Upper Arms, Banana Rolls, Bra Line**
- 3 contours: Flat, Core, Curve+
- 3 templates: Flat, Core, Curve+
- Gasket needed: yes (use up to 4 times on same patient and contour)
- Gel trap needed: yes (one time use)
- Pre-Treatment Wipe: yes
- Gel Pads: yes (one time use)
- Liner: no
- Straps and Bonnets: yes
- Price of 1 cycle: \$599
- Cost of 1 card: \$201.25
- Cost of 1 cycle capital/overhead: \$200
- **Provider fee per 1 cycle: \$125**
- Time: 35 minutes
- 2-minute massage: yes
- Total cooling area: 77 cm²



CoolAdvantage

- Vacuum
- Main Applicator (80% of time). Average size patient.
- Used: **Abdomen, Flanks, Inner Thighs, Pecs, Upper Arms, Banana Rolls, Bra Line (see CoolAdvantage Petite)**
- 3 contours: Fit, Core, Curve+
- 3 templates: Fit, Core, Curve+ / 1 planning template
- Gasket needed: yes (use up to 4 times on same patient and contour)
- Gel trap needed: yes (one time use)
- Pre-Treatment Wipe: yes
- Gel Pads: yes (one time use)
- Liner: no
- Straps and Bonnets: yes
- Price of 1 cycle: \$599
- Cost of 1 card: \$201.25
- Cost of 1 cycle capital/overhead: \$200
- **Provider fee per 1 cycle: \$125**
- Time: 35 minutes
- 2-minute massage: yes
- Total cooling area: 115 cm²
- **Supplies:** contours and templates, CoolAdvantage Gel Trap, Gel Trap extractor tool, cycle card, pre-treatment skin wipes, Pad (CoolAdhesive for Adhesive/Petite or CoolAdhesive plus for Adhesive plus), gasket, comfort strap/bonnet. Other: gloves, markers, alcohol, swabs, pads, etc...
- **Preparation** (same for petite and plus): 1) clean 2) insert gel trap (Advantage plus requires two!) 3) place correctly sized gasket 4) place contour and lock 5) insert cycle card into adaptor.



- **Placement:** 1) absorbate pad 2) Peel and place CoolAdhesive pad (Advantage Plus has a unique, larger one!) 3) engage vacuum 4) place



CoolAdvantage Plus

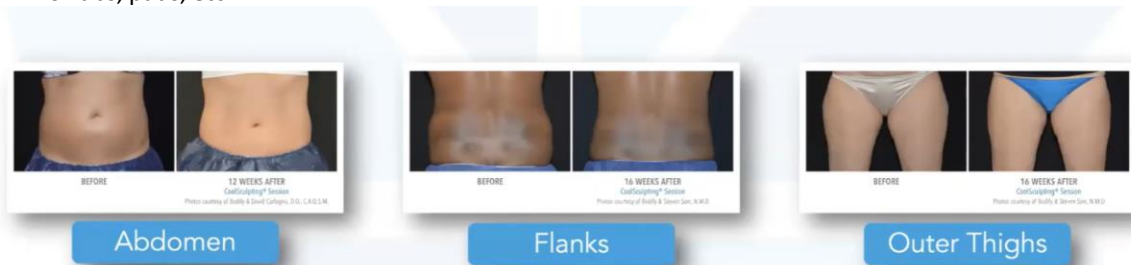


- Vacuum
- Larger individuals
- Used: **Abdomen**, Flanks, Pecs
- 2 contours: Core, Curve
- 2 templates: Core, Curve/ 1 planning template
- Gasket needed: yes (use up to 4 times on same patient and contour)
- Gel trap needed: yes (takes 2) (one time use)
- Pre-Treatment Wipe: yes
- Gel Pads: yes (one time use)
- Liner: no
- Straps and Bonnets: yes
- Price of 1 cycle: \$1199
- Cost of 1 card: \$429.85
- Cost of 1 cycle capital/overhead: \$200
- **Provider fee per 1 cycle: \$275**
- Time: 45 minutes
- 2-minute massage: yes
- Total cooling area: 190 cm²



Surface Smooth Pro

- Surface Applicator[®]
- 1 plastic template
- Used: **Outer thighs (main)**, flank, abdomen
- Gasket needed: no
- Gel trap needed: no
- Pre-Treatment Wipe: yes
- Gel Pads: yes (unique ones and very delicate!)
- Foam Borders required to hold applicator in place (this is unique)
- Liner: yes (unique – and this is the last step: goes unique gel pad → foam borders → then liner)
- Straps and Bonnets
- Price of 1 cycle: \$799
- Cost of 1 cycle card: \$165.15
- Cost of 1 cycle capital/overhead: \$250
- **Provider fee per 1 cycle: \$200**
- Time: 75 minutes
- 2-minute massage: yes
- Total cooling area: 213 cm²
- **Supplies:** securement plate, foam borders, pretreatment wipes, Gel pads (CoolGel Max), Liner (CoolSmooth), cycle card, applicator planning template, comfort strap. Other: gloves, markers, alcohol, swabs, pads, etc...



- **Placement:** 1) Foam borders placement 2) template should fit inside as a check 3) wipe treatment area 4) place gel pad over treatment area and remove bubbles, etc.. 5) apply liner 6) place applicator, ensure all surfaces touching 7) comfort strap placement.



Abdomen Treatment (most common)

1 peak = 1 applicator

16 weeks for full results

For Advantage applicators: 1. Chair positioning and marking. 2. one min. pre-treatment wipe. 3. Place Gel Pad / Applicator 4. Bobby/straps 5. Stop Suction + Remover 6. Remove Gel Pad and Clean 7. **2 min. massage (essential)** 8. Clean treatment area



CoolSmooth: mark peak with an X and place template:



Other Examples:



Could also use CoolAdvantage Plus (not show) especially on lower abdomen.

APPENDIX – FORMS

1. Informed Consent, Intake and Price List Form
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