

Performing a consultation

Consultations are essential to ensure that your client is suitable for treatment and that they consent to it. It's where you find out what they are seeking to achieve from their treatment and you assess if it is achievable. You also need to 'test' that they will be okay with your products at that time by patch testing.

How you manage this interaction is a reflection on you and your business. It is an opportunity to demonstrate how professional, conscientious and technically informed you are about the service you are offering.

Your consultation should be carried out in private and treated in the strictest confidence.

You will need

- Suitability and Consent form, Client Service Record and a pen
- After care leaflet
- Products listed in how to do a patch test

Your consultation with clients should cover:

1. Whether they are suitable and any contra-indications that would prevent or delay treatment
2. Gaining informed consent to treat and advise about contra-indications
3. Understand what they're seeking from treatment and consider feasibility and styling
4. Undertake the patch test using all products for contra-actions
5. Confirm their appointment time, treatment price, payment methods and terms and conditions

In brief:

1. For **suitability** follow your Suitability and Consent form and refer to the section on Contraindications.
2. **Informed consent** means they know what to expect. You could advise:

*You will be laying on my beauty couch for up to . . . (state time)
I will tape your lower lashes down to protect them.
You need to keep your eyes closed during the treatment.
I'll use tweezers to isolate a suitable lash and another to place and
bond an extension to it.
After treatment, you can open your eyes and see the results
Is there anything you would like to ask me?*

Now you can offer your form to them to read through and sign

3. Consider **what they want** to achieve and if it is realistic.
See sections on what your client wants and assessing your client's natural
lashes

4. Advise that the **patch test** is to ensure suitability to treat. You could say:
*I need to patch test you with the products I use for this treatment.
I need to do this even if you've been treated before.
A reaction is rare, but if it happens, the extensions would need to be
removed and the symptoms managed.
A reaction may take the form of redness, burning, itchiness, puffiness,
swelling or pain in or around your eye area.
If you experience anything like this or have any concerns, please tell
me immediately.
If you are really concerned, see a medical practitioner straight away
and let me know.*

Then follow the guide on how to do a patch test.

If they experience a contra-action such as itchiness, red or burning eye lids,
blood shot eyes, dry eyes, eyelid or cheek swelling, you may choose to;

- Remove the treatment with a debonder and wash their eyelashes
thoroughly. You may wish to offer this free of charge.
- If their symptoms persist or they are concerned, or their reaction is severe,
then advise them to speak to a medical practitioner. This will be at their
expense. Tell them how to access the Material Safety Data Sheets (MSDS) for
the products that you use.

Record your clients concerns, exactly as reported, along with other relevant information too. There is more information in the section on record keeping.

Do not re-treat using the same or similar products, e.g. changing to a sensitive adhesive. It's still the same ingredients, but in slightly different quantities so you can expect a similar outcome.

Consultation summary

Suitability

Ask and look for any contra-indications
Record them on Suitability form / Service Record
If in doubt, do not treat, e.g. reacted to treatment in the past

Consent

Advise how it's done
Describe risks and reason for patch test
Advise what a reaction may be and what to do
Obtain signed consent to treat

Look

What look does the client want?
Assess feasibility e.g. not over-loading natural lashes
Assess lashes before patch testing
Agree what you can do and why

Patch Test

24-48 hours before treating with all products
Advise to tell you if they have any reaction
If they react, offer removal or if severe, see a doctor
Write your advice and actions taken on Service Record

Confirm

May treat if no contra-actions
Treatment time/date
How long it will take
Ways to pay
Aftercare and offer a card to read
Advise about cancellation, lateness and 'no show' policies
Any queries?