Lüz

Virtual Consultation Protocol

Client books appointment on Mindbody as she would any other appointment. This is a free 15-30 minute consult.   Please watch virtual consult [tutorial](#) in our training deck.
PW: Luztraining2022 to see how our trainer Marisa Amechi conducts her consults.

Provider Login: U: myluzlounge@gmail.com P: LUZ1229fall2022!

Front desk sends invite to patient with instructions 48hours in advance with instructions to the virtual consult doxy.me platform. Invite link for the patient is: https://doxy.me/luzlounge
PLEASE NOTE: ONLY ONE VIRTUAL PROVIDER MAY BOOK AT A TIME. HAVE YOUR LOCATION MANAGERS DOUBLE CHECK THE SCHEDULE TO NOT HAVE OVERLAP.

Virtual Consult RN Script:
Hi I'm (name) I'm a (title) here at Luz Lounge. Are you (their name).   Excellent thank you. A couple of quick disclosures we need to cover before we get started. First this is an aesthetic consult with the intention to learn about your skincare concerns. I'll give you some points of advice as to what treatments you should consider doing, but nothing we discuss is considered a medical diagnosis or medical authorization. Any medical treatments always have to be cleared by our doctor or nurse practioners. Any homecare we send you is professional grade; however does not require a prescription or medical consult. With that said, let's talk about your concerns today!

Questions to ask:
(Be sure to add responses to progress notes in your charting)

1. *What products are we using at home?*
2. *How often do you like to exfoliate?*
3. *How often are you using SPF? Do you reapply throughout the day?*
4. *What kind of medspa treatments have you done?*
5. *What are you interested in trying?*
6. *Any allergies? Rosacea or Skin Conditions?*
7. *For your numbing cream, any high blood pressure, breastfeeding or pregnancy?*

(offer information on the treatments themselves and any recommendations need to be presented in 3rd party tense. For example*: Clients experiencing pigmentation issues like the ones you are describing opt for ___,____,___. You can do those types of treatments here in the*

spa if you'd like but also we do offer home care kits that less intense than a spa treatment but are easily able to be administered yourself, so you can kick off your self care without having to come in. Which sounds like a better fit?)

If they opt to make an appointment in the spa, please quote rates and book them accordingly. Please make good notes as to the treatment and what you discussed including pricing. If they would like a home care kit to start off, simply ring up in the Mindbody app under products, make sure you enter or confirm a mailing address in their profile and process as you would any retail product. Please be sure to email staff@luzlounge.com to confirm they ship it out immediately.

Front desk/support staff: Please package and label kit for shipping in accordance to the tutorial video in the [online training deck](). Please mail out at the Mailbox Center with cash from cash box. Place receipt in the cash box when complete.

TIPS FOR SUCCESS:

Choppy video can be frustrating during a video call. Here are five tips **for all participants in a call** that can improve call quality:

1. **Restart your computer before a call.** Other applications might be using computer power or have access to your camera or microphone. Restarting your computer will ensure your computer is ready for video.
2. **Use fast Internet with an Ethernet cable.** Video quality changes with Internet speed, so the faster your connection, the better the quality of your video will be.
3. **Use a newer computer with plenty of processing speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.
4. **Use low resolution.** If you are experiencing poor video quality, try [lowering the resolution](). Using LD or SD requires less bandwidth and computer power than using HD, which will mean less choppiness during your call.
5. **Use headphones.** Your computer will usually automatically eliminate echo or audio feedback so you don't hear yourself talking. But if it happens, both you and other participants in the call using headphones should solve the problem.

These tips apply to *all* participants on the call.

If you have any questions, please contact our [support team]().

HOME CARE KIT PROTOCOLS:

Microneedle Kit

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1 Make sure skin is clean and makeup free.
Numb your skin lightly with 5% lidocaine cream by applying a thin translucent layer all over face.
Leave on for 30 minutes, then remove with damp cloth.

2 Wash skin with choice of cleanser to remove excess cream, then wipe entire face with alcohol pads. Break open top of Hyaluronic Peptide ampule and uncap.

3 Uncap microneedle stamper cap and swab needles with alcohol, then unscrew full top, Pour contents of Hyaluronic Peptide ampule into stamper bottle. Screw microneedle stamper top back on and begin stamping cheeks,upper lip and chin with moderate pressure. Stamp forhead, undereyesand nose with lighter pressure until all serum has been deposited into skin. Recap stamper.

4 Wash hands. Apply Sheild Recovery balm with clean hands.sealing the skin and locking in moisture. Finish by applying SPF all over. Dispose of your microneedle stamper and supplies. Please do not store fluid or needle stamper. Can not be re-filled or re-used.

For personal and clinical use only. May not be resold or distributed.

Peel Kit

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1 Make sure skin is clean and makeup free.Swab face with alcohol pad. Break open the vitamin E pre-loaded Q-tip and swab corners of nose and eyes for added protection.

2 Break open peel bottle and pour into 1oz cup. Put on glove. Tear open the 4x4 gauze and gently load peel solution onto gauze using gloved hand.

3 Gently rub gauze with peel solution onto skin in circular motion for one full pass. Wait 3 minutes and watch how skin reacts after first pass. If no white film or "frosting", pass again using similar motion. Do not pass more than twice. Leave on skin for up three minutes. Dispose of cup, gauze and remove glove.

4 Open Post Peel Care envelope. Remove paper sheets and moisten with water until foaming. Wash with foam to neutralize and remove peel. Skin will lightly sluff off over the next 3-7 days. Keep skin hydrated and protected with enclosed moisturizer and SPF.

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home based SkincareRx kits

FREE CONSULT

Custom Peel Kits   Custom Microneedle Kits

INGREDIENT DETAILS:

PEEL

Mandelic Peel: Mandelic Azelaic Peel 22: SD Alcohol 40B, Mandelic Acid 20%, Propylene Glycol, Azelaic Acid 2%, Sodium Hydroxide (pH adjust), Purified Water. pH 2.5.

Q-Tip: Vitamin E

SPF: Water, Carbonicacid Dioctylester, 2-ETHYLHEXYL4-METHOXYCINNAMATE, Propanediol, Titanium Dioxide Octocrylene, C14-22 Alcohols, C12-20 Alkyl Glucoside, 4-METHYLBENZYLIDENE CAMPHOR, POTASSIUM C9-15 ALKYL PHOSPHATE, Butyl Methoxydibenzoylmethane, Ceteayl Alcohol, Squalane, Xanthan Gum, Alpha-Bisabolol, Methyl 4-hydroxybenzoate, Diazolidinyl Urea, Propyl 4-hydroxybenzoate, Essence, EDTA-2Na

Post Care Cleanser: Sodium Lauryl Sulfate, Tapioca Starch, Polyvinyl Alcohol, Aqua, Glycerin, Cocamide Mea, Cocamidopropyl Betaine, Melaleuca Alternifolia (Tea Tree) Leaf Oil, Phenoxyethanol, Allantoin, Etyhlhexylgycerin

Moisturizer: Water (Aqua) , Hyaluronic Acid, Copper Peptide, Cetearyl Alcohol, Mineral Oil, Glyceryl Stearate SE, Cocos Nucifera (Coconut) Oil, Isopropyl Myristate, Glycerin, Butylene Glycol, Ceteareth-20, Butyrospermum Parkii (Shea) Butter, Caprylic/Capric Triglyceride, Aloe Barbadensis Leaf Juice, Chondrus Crispus Extract, Sodium Hyaluronate, Squalane, Tocopheryl Acetate, Borago Officinalis Seed Oil, Punica Granatum Seed Oil, Limnanthes Alba (Meadowfoam) Seed Oil, Panthenol, Disodium EDTA, Ceramide 2, Fragrance, Acrylates/C10-30 Alkyl Acrylate Crosspolymer, Phenoxyethanol, Caprylyl Glycol, Ethylhexylglycerin, Hexylene Glycol, Sodium Hydroxide

CAUTION: DO NOT APPLY PEEL, PRE OR POST CARE NEAR EYES. IF ANY PRODUCT COMES IN CONTACT WITH EYES, FLUSH WITH WATER. IF IRRITATION CONTINUES, CONTACT MEDICAL PROVIDER. AVOID DIRECT SUN EXPOSURE FOR SEVEN DAYS AFTER PEEL.

Distributed by: Luz Lounge. Manufactured by Fomin, Platinum Skincare, Yoosoo, Advanced Clinicals

MICRONEEDLE

Kit Ingredients:

5% lidocaine, hydrrogenated lecithin, benzyl alcohol, carbomer, cholestorol, isopropyl myristate, polysorbate 80, propylene, glycol, tocopheryl acetate, triethonolomine, water.

Serum: Sodium Hyaluronate, Water, methylparaben, diazolidinyl urea, propylene glycol, propylparaben, purified water, aloe vera gel, squalane, octyl palmitate, glycerol stearate, PEG-100 stearate, propylene glycol, cetyl alcohol, copper peptides (hydrolyzed soy protein and copper chloride), stearic acid, allantoin, melatonin, retinyl palmitate, mixed natural tocotrienols, ubiquinone, ergocalciferol, bronopol.

Recovery Balm:
Water/Aqua/Eau, Sodium Hyaluronate, Glycerin, C12-15 Pareth-3 Benzoate, Petrolatum, Tocopherol, Beta-Glucan, Cetearyl Alcohol, Ceteareth-20, Glyceryl Stearate, PEG-100 Stearate, Piper Methysticum Leaf/Root/Stem Extract, Ahnfeltia Concinna Extract, Sorbitan Stearate, PEG-8, PEG-8/SMDI Copolymer, Zea Mays (Corn) Kernel Extract, Panthenol, Ceramide NP, Sodium Lauroyl Lactylate, Butylene Glycol, Polysorbate 20, Xanthan Gum, Carbomer, Retinyl Palmitate, Triethanolamine, Ceramide AP, Ceramide EOP, Caprylyl Glycol, Cholesterol, Phytosphingosine, Avena Sativa (Oat) Kernel Extract, 1,2-Hexanediol, Disodium EDTA.

SPF:
Active ingredients: Titanium Dioxide 5.20%, Zinc Oxide 1.10%
Inactive ingredients: Water, C12-15 Alkyl Benzoate, Caprylic/Capric Triglyceride, Butylene Glycol, Octyldodecyl Neopentanoate, Cetearyl Glucoside, Cetearyl Alcohol, Glyceryl Stearate, PEG-100 Stearate, Polyhydroxystearic Acid, Alumina, Methicone, Triethoxycaprylylsilane, Tocopherol, VP/Eicosene Copolymer, Styrene/Acrylates Copolymer, Sorbitan Laurate, Tocopheryl Acetate, Xanthan Gum, 1,2-Hexanediol, Caprylyl Glycol, Disodium EDTA, Iron Oxides* (CI 77491*, CI 77492*, CI 77499*).
*may contain one or more of these ingredients

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