

# PLASTIC SURGEON PODCAST

## New Rules For Old Patients, A Sad Mothers Day, A Flight To Remember and More Haters

### SPEAKERS

Dr. Javad Sajan, Sabrina Sajan

---

**Sabrina Sajan** 0:00

Ever wonder what motivates people to get plastic surgery?

**Dr. Javad Sajan** 0:02

Did they regret it?

**Sabrina Sajan** 0:03

What can we learn from the weird and wild stuff that are happens at our plastic surgery clinics. We're going to tell some stories, get some laughs and learn on.

**Dr. Javad Sajan** 0:11

Clinic talk with Sabrina Sajan.

**Sabrina Sajan** 0:13

On the plastic surgeon podcast.

**Dr. Javad Sajan** 0:33

Hello, my friends. I'm Dr. Javad Sajan. And of course, I'm here with my wife and CEO of Allure Esthetic Sabrina Sajan.

**Sabrina Sajan** 0:39

Welcome back. And thanks for listening. Please rate and review us on Apple podcast to support the channel. On clinic talk, we tell real stories of fun, strange, hopeful and educational things that happens at our clinic from day to day.

**Dr. Javad Sajan** 0:53

We get a lot of weird and hilarious happenings at the clinic.

**Sabrina Sajan** 0:57

You can find the clinic at [allureesthetic.com](http://allureesthetic.com) for more information. So Janu, what clinic stories are we talking about today?

**Dr. Javad Sajan 1:05**

So jan, you know, when I started practicing on my own, it was about four and a half years ago, I had patients who sort of float with me. So when I first started, I didn't have like my own office, right? So I worked at a basically shared space in the mall, a medical spa.

**Sabrina Sajan 1:23**

Small doctor.

**Dr. Javad Sajan 1:24**

Yeah, a small doctor. And then I shared space at a gym, it was like a fancy gym. And then I had space there and then eventually ended up getting my own space. But some of those patients have followed me from the mall, to the gym, and then to my shared office, and to our exclusive offices that we have, you know, with God's racist console, well, but I got, some of them have my direct number, just because in the beginning, that's how it works. So I got some text, jan, from some VIP patients, as I call them who've been with me for the past four and a half years.

**Sabrina Sajan 1:55**

Is to give your patient number out injection patients?

**Dr. Javad Sajan 1:58**

Yes, because my locations were in transit, and I needed a way to reach and in the beginning, I was the receptionist, I was a scheduler and I was a doctor.

**Sabrina Sajan 2:08**

Hi, this is doctor. How can schedule appointment with me.

**Dr. Javad Sajan 2:10**

Yes, exactly. And so when I did it myself, we didn't have that many rules. It was just sort of, you know, come on in, and we'll take care of you. And a lot of those patients followed me through. And I got a text jan, from one of my VIP patients for old timers saying that they're struggling with scheduling what the new rules?

**Sabrina Sajan 2:29**

Yeah, I know.

**Dr. Javad Sajan 2:30**

So what's going on?

**Sabrina Sajan 2:32**

So there's a few I would say a good handful or so patients that you know, I've been with you for a long time.

**Dr. Javad Sajan 2:38**

Since the beginning.

**Sabrina Sajan 2:39**

Yes. And they followed you. And they still say that every time they come in that they knew you when you were in the mall.

**Dr. Javad Sajan 2:47**

Yeah, I like the mall.

**Sabrina Sajan 2:49**

Well, it's really, we're really thankful for them to really support you and to follow you really, that's really nice of them. But, you know, as our practices grow, now, we have three locations. We have a lot of different staff members, there's,

**Dr. Javad Sajan 3:03**

But there's no locations in the mall, not in the gym, we have all stand alone now.

**Sabrina Sajan 3:08**

Yes. You know, bigger practices, more organized practices come with rules,

**Dr. Javad Sajan 3:15**

Lots of rules.

**Sabrina Sajan 3:17**

We know a lot of people don't like the rules, we sometimes don't like the rules, but we had to follow the rules. And that's just the only way we can keep things standardized. So a lot of these patients, you know, they were used to just coming on any day coming on at any time.

**Dr. Javad Sajan 3:33**

You have to rule as well. You know, if I'm in clinic, and come on in, we'll squeeze you in, we'll figure it out. It's come to the lobby and sit there we figure something out.

**Sabrina Sajan 3:41**

Yeah, so a lot of those patients are used to that. And we had a few of them that literally were like, first their conversation started off. Where's Dr. Sajan on? Wednesday, for example, like, why? And like, well, we're just gonna come on in so you can put some Botox in my forehead or put some filler in my lips that doesn't work like that anymore. What do you mean, he doesn't work like that anymore? I'm gonna just come on in, he knows me. Like, I know, he knows you, but it's an oracle like that anymore. And it was just back and forth, and back and forth. And they basically didn't believe us. They hung up and tried to call again to find another person. And then the same story happened. And then they texted you.

**Dr. Javad Sajan 4:28**

Yeah. And they text me being on Well, you know, we're trying to come see you, we can come in, there's what's going on and in the challenges, you know, we've been really blessed and now I'm booked out several months, you know, for appointments or surgeries. And so we have more structured rules, you know, I do surgery most of the week and I do some clinics still to see consults and follow ups. And so those patients, right? They couldn't get in on the day they wanted.

**Sabrina Sajan 4:53**

Yeah, so those patients they want to come on certain days. You know, they want to come to a certain location. And you know, we have certain spots reserved for surgery, of course, and then other days for clinic. Some of them, you know, don't understand that, unfortunately. And I know it can be hard because you're used to just, you know, calling in and just come on in. And it's not like that anymore, right? You have to get on the schedule, usually the schedule is out like a few months, which you know, they don't like and they feel like we should give them special treatment, because they've been with us for so long. And I truly want to give them that treatment and we want to, you know, give them what they want. We want to get them in as soon as possible. But there's other patients, I've been waiting for months also.

**Sabrina Sajan 5:35**

You know, we have patients waiting three, four months to come see one of our surgeons here, you know, for even if that even if that for Botox or filler, we've offered them, do you want to see maybe a PA or do you want to see an RN, or maybe another doctor, but they're very, you know, insistent of they have to see doctor Sajan and they have to see him on this day. And they have to see one this time. And we've accommodated him a few times. But now as we get more and more busy, it's getting more challenging and difficult to, you know, squeeze him around the schedule or squeeze them in on a surgery day because it's so unpredictable, and we don't want them waiting. But at the same time, we want to, you know, take care of them. But you know that eventually, they're going to have to get used to the rules and going to have to come on certain days and times that are available for clinic only. Another issue we've been having with patients that I think that have been with us for a long time, as you know, we don't accept checks for injectable patients.

**Dr. Javad Sajan 6:36**

Back in the day, if I got payment, I was happy.

**Sabrina Sajan 6:38**

Yeah, that's true. But yeah, we don't accept checks, like personal checks for injectables, because the patient receives injectables, then they give us a check. Now that check may not get deposited for another day or so. And then it doesn't get cleared for another day or so. So we understand you know, you, they have the money, we trust them. But unfortunately, we've had instances where people's checks have bounced, and or they play stop payments on their check after their treatment, even though they're happy. And when you try to contact them or call them it's unfortunate, and they won't answer you.

**Dr. Javad Sajan 7:16**

Yeah, and you know, unfortunately, every rule we have has a story. And if you're one of my, you know, VIP older patients, who has been with me, I'm happy to share those stories with you. But like the check story, we have made that rule after somebody literally bounce it, you know, it was all time patient bounced check for three or \$4,000 check. And then we don't want to chase people for money or be angry or upset. It's just not worth it. And we're not here to send people to collections. So you know, it's just a situation I don't want to be in I don't want the practice to be in. So that's why we came up with that rule.

**Sabrina Sajan 7:51**

Yeah, so you know, we have to either collect the credit card payment, or we have to collect cash, we're happy to do either of those two things. But unfortunately, we just can't collect personal checks for treatments that have already happened.

**Dr. Javad Sajan 8:02**

So one of the patients texted me and said she was really upset about the service fee. What's going on with this?

**Sabrina Sajan 8:09**

Yeah. So you know, there are certain fees that are charged by certain companies. And for example, if using financing, there's fees that financing companies charged directly, but yeah, that's the main reason we don't collect checks, you know, after a treatment is done, because, you know, we don't want to run after people. You know, I understand that a lot of the old time patients are, are used to that and are used to be giving checks and stuff. But those are just the new rules. Every rule, unfortunately, like you said, has a story behind it as a reason why it's in place.

**Dr. Javad Sajan 8:43**

So Jan, there were also a couple of issues with some of the old time patients, they texted me to come in and I was just like, come on in and I said they could they were okay, waiting in the lobby all day. So what was wrong with this?

**Sabrina Sajan 8:56**

Yeah, so unfortunately, because especially because of COVID, we can't have patients waiting in the lobby for 3, 5, 6 hours.

**Dr. Javad Sajan 9:04**

We were okay with it. They said we'll just come and wait all day, we will have my iPad or my iPhone. I'm just gonna relax in the lobby.

**Sabrina Sajan 9:11**

Yes, they have said that.

**Dr. Javad Sajan 9:13**

They've done it.

**Sabrina Sajan 9:14**

Yeah. We had one patient that, you know, didn't even call or text or anything just showed up. It was like, "Oh, dr. Sajan is in clinic, he can see me, right?" we are like, you don't have an appointment. And but yeah, a lot of the patients, you know, the ones that know you for a long time are definitely willing to wait, you know, the three, four or five hours in the lobby until you can see them but even then, like, we really don't have availability, you know, you have to limit the amount of people in the lobby with limit the amount of people in the day, you only have certain, you know, a certain amount of rooms. So it's really important that, you know, I understand it's hard to get used to the new rules and the schedule and you may have to wait a few months. But you know, we all have to get used to the rules. And you know, we all have to work together to make it work. And this is the only way we can do it.

**Dr. Javad Sajan 10:03**

And one of the main reasons, you know, we schedule people, you know, we have the privilege of seeing many patients, and one of the things we don't do is rush. We take our time, I give every patient, I try my best to give them an amazing experience. Because although it's something I've done, you know, many times I know it's the first time for many other people. So we take our time. And because we take our time, sometimes things get pushed out. But the main goal is, and this is one of my true principles is and you guys can quote me on this all day. And that principle is I always want to do the best I can. Not the most I can. The goal here isn't quantity, its quality. So moving on. So Happy Mother's Day to everyone. It was a week and a half ago.

**Sabrina Sajan 10:45**

Yeah.

**Dr. Javad Sajan 10:45**

Right. Oh we had the funniest thing we saw. So we were at a grocery store Fred Mier, picking up our stuff. The one here closest to our office. And we saw this guy in line.

**Sabrina Sajan 10:56**

Yeah.

**Dr. Javad Sajan 10:57**

What was it, jan?

**Sabrina Sajan 10:58**

Yeah, it was this. It was a guy in line. And he looks super worried.

**Dr. Javad Sajan 11:04**

Yes. And he was from the same part of the world that we are. He was Indian. Just so you get a description, look like he had a panic on his face.

**Sabrina Sajan** 11:12

Very worried.

**Dr. Javad Sajan** 11:13

Yes.

**Sabrina Sajan** 11:14

And you know, he's right behind us in line. We're just getting normal groceries for the week. And he has a bouquet of flowers that are all dead.

**Dr. Javad Sajan** 11:24

They're all like the most wilted beat up flowers you could have ever picked up.

**Sabrina Sajan** 11:29

They're all Brown. And there he had a balloon in his hand.

**Dr. Javad Sajan** 11:33

Yes.

**Sabrina Sajan** 11:34

That wasn't in a different language. Wasn't it like Spanish?

**Dr. Javad Sajan** 11:38

Yes Spanish. He was definitely Indian we know this.

**Sabrina Sajan** 11:42

And it was written in Spanish on the balloon. And it was like a almost like a flat balloon like all the air had left the balloon.

**Dr. Javad Sajan** 11:50

Yeah, the helium was out. So it was half inflated. You know, normally, if you let a balloon go, it goes to the ceiling. And it was on top of the bouquet for the groceries. And it was like this half off. It was so sad. You could tell he was yelled at in the morning. And now he's at Fred Meyer, trying to find anything he can to make it up for his significant others. spouse, partner, wife person.

**Sabrina Sajan** 12:15

Yeah, he probably got yelled at, he was super worried. It looked like he was in a rush. Like he didn't even bother going to the, you know, the other flowers section to even look for other flowers. He literally went to the front found the first bouquet, he could have found the first balloon he could. And he just can't wait in line. Like he didn't even try.

**Dr. Javad Sajan** 12:36

And then I saw him. So I tell Sabrina in Hindi, one of our languages that we speak. Hey, look over there. How sad is that? And the guy turns around and looks at us

**Sabrina Sajan** 12:47

That we read really fast out of line to our car.

**Dr. Javad Sajan** 12:52

That was out of control.

**Sabrina Sajan** 12:53

Yeah, that was really funny. I mean, he really it was it was so funny. Like I released a fall so bad. I wanted to go to the flower section and grab a normal looking bouquet and give it to him.

**Dr. Javad Sajan** 13:02

That was that was too much.

**Sabrina Sajan** 13:04

Maybe it was on clearance.

**Dr. Javad Sajan** 13:06

Hmm. Probably

**Sabrina Sajan** 13:08

Because it was after 12 on Mother's Day.

**Dr. Javad Sajan** 13:11

Yeah.

**Sabrina Sajan** 13:11

He didn't want to spend the money.

**Dr. Javad Sajan** 13:14

No, no. I'm not surprise. So guys, so you know, we post a lot of pictures on IG, right? And a lot of patients come to me, because they really like some of them. Not all of them. But they like extreme looks right? They like exaggerated features. I do both I do very natural, and I do exaggerated. I feel they complement each other. The fact that I can create a very exaggerated look, makes it easier for me to create a natural look. And the fact that I understand what natural proportions fit the body allows me to really get a good grasp on what do I want to exaggerate or feature. So, you know, we have a social media team. And they posted a picture of some lips that we felt.

**Sabrina Sajan** 13:56



Lip filler. Yeah.

**Dr. Javad Sajan** 13:57

Now this patient was an amazing patient. Patient wanted more filler in initially the patient was booked with a nurse. And the patient wanted a filler that's FDA approved, but wasn't FDA approved for the lips. So one of the things people have to know is in the cosmetic world, where we at our practice only use FDA approved products. However, although the product is FDA approved, you have to know that product has to be approved for the area to be considered an on label use. When you're using the product in a different part of the body than when it's approved. It's considered off label, or what that means is you're going in a different direction than what the label says on where, you know, the FDA says you can use it. It's not illegal. Most people that I know everybody I know in aesthetics, does it. It's just the nature of what we do. So this amazing patient already had filler in their lips, and they want

**Sabrina Sajan** 14:57

Few syringes already.

**Dr. Javad Sajan** 14:58

Yeah, yeah, she had a few syringes. You can look at the picture on my IG at real doctor Seattle. And she had an appointment with one of our nurses. And the nurse consulted with her. And the nurse was said, Oh, you know, I think you have too much. And she's the nurse that she was uncomfortable when we never push our providers, the providers uncomfortable. Don't do it. Don't worry about it. But if I'm there, and I do clinic with this nurse, they came to me they're like, Doctor, this patient drove for hours to get lymphoma from our clinic because they knew how great we are really are. Thank God. And can you help take care of this patient? She does want to drive back four hours. So I.

**Sabrina Sajan** 15:09

She really wanted the filler.

**Dr. Javad Sajan** 15:34

Yeah, yeah. And she wanted Valuma placed in her lips now Valuma is a filler that's FDA approved for the cheeks more often, that's where it's usually used. But I've used it in the lips many time, or using Valuma. And the lips is very challenging, because it's a very thick filler, you know, in the mid face, it can last up to two years. So you really got to put it right, you don't have a lot of leeway, and sort of stays where you put it. So if you can get lumps, you can get irregularities, you can get bumps. And so I saw the patient I shared with her, you know you already have full lips, told her that straight up, you have very full lips. I'm happy to do this for you. But it's going to look over done. And you know, some people might think it's weird, they might think it's too exaggerated. But however, if this meets your goal, and you're okay with it, and I showed her, I went over with her what it would look like, I'm happy to do it. I've done it before I'll do it again, no problem. You know, me personally, I love doing all procedures, but procedures that push the boundaries, I'm creating new shapes, new form, new figure is something that I really, really like. So I'm happy to do it and something that I specialize in. So she was like, "Doc, do it". And I was like "sure".

**Sabrina Sajan 16:42**

She said I have to do it.

**Dr. Javad Sajan 16:43**

Yeah, I just had to do it. Yes. for other reasons, though. You know, she was just being funny. But there's a funny story behind it. But we'll certainly keep that to us. And so I go ahead and we review the risks, you know, when you get lip filler, lumps, bumps, bruises, you know, they're whenever you get filler, there's a risk of blindness in the face. So Jan, you know, the risk of blindness in the face is really interesting. So people often ask me, so if I'm getting filler in my cheeks, why is it I can go blind? You ever thought about that. So the reason for that is because the face is the only part of the body where the veins don't have valves. So what that means is, if a filler gets in a vein, normally, it'll just go down and he can't go back up. But because there's no valves in the veins of the face, the filler can go up. So what that means is if you get it into a vein in the face, it can travel up into the eye into the retina, retinal artery and boom, blind, because the veins connect to the arteries, it can go upstream. So that's one of the reasons.

**Sabrina Sajan 17:51**

Wow.

**Dr. Javad Sajan 17:51**

So I explained all this to her. And she's like, "no, I still want it". I'm like, "Okay, sounds good".

**Sabrina Sajan 17:54**

It's so funny, because I'm just talking about that specific risk. You know, all of our priors are very well trained about talking by risks to patients and setting expectations. And a lot of times when patients come to us, and some of our providers explain to them that there's a risk of blindness and you know, so forth, they get very surprised, they're like, well, I got fillers somewhere else. And they didn't say that. And I've heard that multiple times. And I remember even, you know, many patients will get scared, and they're like, Oh, I don't know if I want to do this anymore. And it's so sad, and, you know, disturbing to know that other places or other providers that are not proud of our practice, don't explain these risks to patients.

**Dr. Javad Sajan 18:36**

You have to you know, I don't think it's right. I think it's my I would say it's immoral, in my opinion, you got to do a procedure on somebody, but you know, you have to tell them the risks. And if that person doesn't feel comfortable, then don't do the procedure. What's the big deal? You have to be honest, you have to be upfront, you know, I really believe that. Yeah.

**Sabrina Sajan 18:54**

Yeah, that's truly very, very important to us. As you know, we want to explain the risks, we won't explain all the details to the patient complications, you know, again, it's not about how much we do, but it's the quality of the people that we take care of.

**Dr. Javad Sajan** 19:07

Exactly. So we put it out. When I do the lips, I inject a little bit of numbing medicine in the corners, you don't feel much we put numbing cream on that. That's it for a good 10 to 15 minutes, take it off. And then we do the injection with Valuma in the lips. result is patients are static. She loves it looks absolutely fantastic.

**Sabrina Sajan** 19:26

She really loved it.

**Dr. Javad Sajan** 19:27

She's really there. She was like, put this on your IG and we're like, sure, we'll do that for you. And then so we post a picture on our IG you know, it's in queue. And oh my god the haters. I know so many people making fun things and we're over done someone saying No, thank you. Someone is saying duck lips clown lips, this, that and the other. What kind of haterade is this? You know, I don't understand. You know, one thing we had to be very clear on it right? If you make a comment. I'm gonna say this right now because we're new Social media coordinator starting Monday, somebody really amazing excited to have her on the team, then you will get a nice response. Or if you don't like that response, don't make a comment. IG is not a one way platform. Comments can be sent in both ways. So we love our patients, we love your comments. Or we're going to be honest, if you are not nice to one of our patients before and afters, then we're going to make a nice give you a nice response, not going to make fun of anyone, we're not going to body shame anyone. However, we will give a great response, responding to the patient. We don't like deleting comments, we don't believe in that. We believe it's an open forum. So we're going to give great response.

**Sabrina Sajan** 20:39

Yeah, and it's really important to know that, you know, the patients that are agreed to post a purchase online, and everyone should be respectful. You know, it's everyone's choice how they want to look, you know, if that's natural versus exaggerated, whatever that may be, you know, everyone has a different opinion. And if your opinion is not nice, keep it to yourself.

**Dr. Javad Sajan** 20:58

And when somebody volunteers to, you know, give them we don't pay people to use their pictures. It really helps a lot of others understand what they want and what they don't want. Like, for example, our patients come to me for a consultation. And like, Doc, I really like how you did this, this and this, this one, this person's result, I don't like as much can you make it more like that. And me as a doctor, that really helps me understand what they want, right? Because when you're doing surgery, the last thing you want to do is be in a different page. So all the before and afters all the IG posts, they help me create a portfolio of options I can offer someone, if someone tells me what they want, that's great. Now, some doctors don't like patients bringing a picture of what they want. I actually want that. Because if I know what you're thinking that I can try to create that for you. Or if it's not possible, I'll just tell you, but for me, it's really important to show people the spectrum of what can be done and what can be done specifically by me, not by somebody else.

**Sabrina Sajan 21:51**

Yeah. And that I think really helps other providers as well. Like all of our injectors, I mean, if you show them a certain lip filler, like okay, like Valuma versus maybe I like wrestling kiss or vice versa or something like that, then we're able to, you know, tailor the treatment or procedure to what they are desiring. And if it's something that we can do, then we'll let you know. And if we can't, we will, you know, be upfront about that. But it's really important that if people you know, there's pictures posted online that everyone needs to respect each other, and respect each other's opinions on what they want to do to their bodies.

**Dr. Javad Sajan 22:27**

Exactly. So guys, we had a crazy experience. So this past weekend, we went to visit Sabrina's family together with an amazing time went to Maryland.

**Sabrina Sajan 22:36**

Yeah.

**Dr. Javad Sajan 22:37**

And when we were coming back on the plane, I got called to duty.

**Sabrina Sajan 22:43**

Yeah.

**Dr. Javad Sajan 22:45**

So go ahead.

**Sabrina Sajan 22:46**

Go ahead.

**Dr. Javad Sajan 22:47**

Alright, so we got on a plane, we're sitting, you know, we got upgraded or you know, so we're sitting in the first cabin. And we're sitting there normally everybody gets on the plane. And while we're sitting there, this one lady comes on with the dog, which is normal people carry their dogs. And she has this huge carriage for the dog. When she's walking in the aisle down the aisle. I'm like, there's no way that's going to fit on our lap or go underneath her seat. Right? So anyway, so we're like, whatever. And then she sits down. And then they know the flight attendant goes there. And because she can put it she calls for help. She can put the dog tears underneath her right?

**Sabrina Sajan 23:26**

It was pretty big.

**Dr. Javad Sajan 23:27**

It was huge. It looked like a bird cage. Like Like a cage for birds. I thought it was a bird. So nevertheless, she can do it. So then there's a whole commotion about where they're going to put it.

**Sabrina Sajan** 23:36

And the flight attendants like trying to put it in the, whatever the overhead space not fitting in there.

**Dr. Javad Sajan** 23:43

Is too big for her lap. They told her, you can't hold it.

**Sabrina Sajan** 23:44

Yeah, it won't fit underneath the chair. There was another seat that I would fit in. Then he tried to put it in the first class cabin storage where they put their people's jacket wouldn't fit there. And then he tells her that we need to check this in.

**Dr. Javad Sajan** 23:58

Mm hmm. So then the whole plane boarded.

**Sabrina Sajan** 24:03

Then he hear her crying or something.

**Dr. Javad Sajan** 24:04

Yeah, exactly. She starts like whimpering and there's this whole commotion about that. And then eventually they take their carriage away. And they,

**Sabrina Sajan** 24:14

And another person comes in like more of a suit.

**Dr. Javad Sajan** 24:16

Yes. Yeah. So we were flying united. And so that's what the dog thing is handled. And then we're still sitting there and people keep visiting her the attendants what's going on here. And then eventually we see somebody more like looks like a higher level manager person with a tie a united like suit or something like that. In this gentleman goes and takes those the guy sitting next to her, tells him to get up and sits next to her and starts talking to her.

**Sabrina Sajan** 24:44

Good like 10, 15 minutes.

**Dr. Javad Sajan** 24:45

Yeah, and they're holding the flight. So we're like thinking okay, Is this some kind of VIP lady What's going on? Maybe she's a senator or the East Coast who knows. It so he's talking to her very nicely, very calm. I'm like, Okay, I know what's going on. And then eventually he goes away,

**Sabrina Sajan** 24:59

But Then he comes back and then I hear him. And they said, "Oh, we made a decision that you can continue flying this airline"?

**Dr. Javad Sajan** 25:06

Yes, yes.

**Sabrina Sajan** 25:07

I heard him say something like that.

**Dr. Javad Sajan** 25:08

Yes. There was something about not flying or flying the airline. You're right. So then apparently he walks away and they're normal. And then the pilot, the plane, they close the door and the plane starts getting towards the runway.

**Sabrina Sajan** 25:22

Yeah, we're on the runway I think.

**Dr. Javad Sajan** 25:24

Yes. And we hear her starts coughing and then sneezing violently, like the most violent sneeze and cough we ever heard?

**Sabrina Sajan** 25:31

Yeah.

**Dr. Javad Sajan** 25:32

And we're like, what's going on? Then we hear the dog barking or like, what's going on? There's this guy next to her who we thought was with her but he's not.

**Sabrina Sajan** 25:38

He's not with her.

**Dr. Javad Sajan** 25:39

And he's so embarrassed. It looks like

**Sabrina Sajan** 25:41

Because everyone keeps turning around.

**Dr. Javad Sajan** 25:42

Yeah, I was looking at him. I thought he was gonna try to put a bag over his face with a vomit bag when fit.

**Sabrina Sajan 25:47**

He kept turning his face other way to want to look at her. And then we who I see like a flight attendant rush with two paper bags to her. And I'm like, I think she's loving it.

**Dr. Javad Sajan 25:59**

Yes, we start hearing the sneeze. That sounds like a very wet sneeze, what is kind of noise is that and then it turns into vomit and they're running. They're basically taking tissues or throwing the tissues at her. They're giving her vomit bags and we see the bags filling and the dog is going wild. And this guy next door seems like he just wants to die and leave.

**Sabrina Sajan 26:19**

And then literally the plane is like on the runway, it's like literally about to take off. It's the pilot has already pressed his foot on the accelerator. And it's going.

**Dr. Javad Sajan 26:29**

And we see the attendant so the plane is about to take off the attendance with her now runs back with the lady tells him I can't do this. I can't do this. I want off the plane. She starts screaming. And then the flight attendant runs and picks up the phone as the pilots taking off the plane. And she's like, we can't go forward. This lady wants off the plane.

**Sabrina Sajan 26:47**

And then the plane squeaks.

**Dr. Javad Sajan 26:51**

They somehow stopped the plane, they make an announcement, 'dear guests, this is united...' whatever. We have a customer service issue. We're going back to the gate. So there. So we're stuck there for 15, 20 minutes. This lady is filling vomiting bags.

**Sabrina Sajan 27:05**

And they announce high united customers. Is there a medical professional on the plane?

**Dr. Javad Sajan 27:13**

Yes. And so there might turn the plane over, there turning the plane they call for this and I go to raise my hands, Sabrina pulls it down.

**Sabrina Sajan 27:19**

I was like No, she's...what are you gonna do?!

**Dr. Javad Sajan 27:23**

I know. I know. Like, Oh, man.

**Sabrina Sajan 27:27**

And then flight attendant ask you.

**Dr. Javad Sajan** 27:28

Yes, yes. And they asked me and then I like Yes, I know. I'm a doc. It's like Oh, can you call me valuate this person and they actually have some basic like a pulse ox, blood pressure monitor or stethoscope.

**Sabrina Sajan** 27:39

Save kit.

**Dr. Javad Sajan** 27:39

Yeah, yes. So then I go over there and it smells so bad. It smells like vomit. There's a little dog bear, big dog vomit bags. And so I go next to the lady. The other guy gets up.

**Sabrina Sajan** 27:51

She didn't want anything.

**Dr. Javad Sajan** 27:52

Yeah, she didn't want anything. I put the pulse ox on her. It was like normal blood pressure normal.

**Sabrina Sajan** 27:58

She seemed really like nervous.

**Dr. Javad Sajan** 27:59

Very anxious, very anxious person.

**Sabrina Sajan** 28:02

And then the other lady next on the other seat was trying to help her coach her to she came and helped to

**Dr. Javad Sajan** 28:07

She counsel her to calm her down. Yeah, it was some kind of therapist person or something. And then she's normally nicely asked "Are you okay, everything good" and she was like, "No, I'm good". She won't be left alone poorly. He was embarrassed. She was all red, super red. Then I go back and sit down. I didn't get any vomit on me. Thank God. And then they turn the flight around the end. They take her off the plane.

**Dr. Javad Sajan** 28:26

Yeah. That was wild.

**Sabrina Sajan** 28:28

And they give her carriage. She puts her dog back in.



**Dr. Javad Sajan** 28:31

Yes. It literally delayed the flight like an hour at least an hour.

**Sabrina Sajan** 28:34

Yeah, went back and they had to, the crew had to come on and sanitize that whole area and had to clean it up and that guy was all embarrassed.

**Dr. Javad Sajan** 28:43

Yeah, I was thinking back remember when united had that agent doctor do like pull them off the plane and beat him up. He broke his teeth and face, they don't do that anymore. They have these fancy people that,

**Sabrina Sajan** 28:54

Guy in the suit came to defuse the issue.

**Dr. Javad Sajan** 28:58

That was a wild week.

**Sabrina Sajan** 28:59

Yes. We finally made it back home. Okay,

**Dr. Javad Sajan** 29:02

It really was a great trip. That's so much fun. Thank you for listening to clinic talk on the plastic surgeon podcast. Please rate and review us on Apple podcasts to support the channel.

**Sabrina Sajan** 29:13

Tune in next time for more clinic talk. We have more great stories coming your way

**Dr. Javad Sajan** 29:18

For my life surgeries on Snapchat and adventures throughout the week, catch us on all social media @realdactorSeattle.

**Sabrina Sajan** 29:25

See you next time. Bye.