

Plump Standard Operating Procedures Manual

A master SOP library for cosmetic and medical aesthetic operations

SECTION 1: Clinical SOPs

1.1 Pre-Treatment Screening Protocol

Purpose: Ensure all patients are medically appropriate for injectable treatment (RNs must get oversight Good Faith Exam)

Procedure:

1. Review patient's intake form and confirm:
 - Allergies (botulinum toxin, lidocaine, etc.)
 - Neuromuscular, autoimmune, or immunocompromising conditions
 - Blood thinners or relevant medications
 - Pregnancy/breastfeeding status
 - Recent illness or infection
 - Surgery or recent dental work, especially rhinoplasty
2. Conduct verbal confirmation of key screening questions.
3. Document any medical flags in EMR.
4. Defer treatment or obtain clearance if high risk is identified.

1.2 Informed Consent & Documentation

Purpose: Protect medical providers and ensure patient awareness.

Procedure:

1. Provide informed verbal consent before every new procedure or product in addition to signed consent
2. Update consent yearly or every other year
3. Review risks, side effects, and expected outcomes with patient.
4. Confirm understanding and obtain signature (digital or paper).
5. Store signed form in record with date/time stamp. (Boulevard)

1.3 Injection Room Setup & Aseptic Technique

Purpose: Maintain sterility and reduce risk of complications.

Procedure:

1. Wipe down chair, tray, and equipment using medical-grade disinfectant.
2. Open all materials (syringes, gauze, alcohol pads) with gloves.

3. Use alcohol or chlorhexidine prep before injection.
4. Wear gloves for all procedures; consider mask and eyewear if spraying risk.

1.4 Toxin Administration (Botox/Dysport)

Purpose: Standardize neuromodulator procedures for safety and consistency.

Procedure:

1. Reconstitute using preserved saline as per the back of the Box FDA recommended indications.
2. Draw dosage based on treatment plan.
3. Confirm no contraindications before proceeding.
4. Inject using 34G needle
5. Log units injected per area in the system and usage system

1.5 Filler Administration SOP

Purpose: Ensure proper technique and minimize risk of vascular events.

Procedure:

1. Select appropriate filler and needle/cannula.
2. Mark facial anatomy landmarks.
3. Aspirate in high-risk zones (nasolabial, nose, chin).
4. Inject slowly, layer-appropriate, with continuous communication.
5. Massage or mold if needed.
6. Log syringe type, amount used, and location.

1.6 Emergency Protocols

Anaphylaxis:

- Call 911
- Give Benadryl and monitor vitals and contact medical director or senior immediately
- Monitor and start BLS if needed
- Consider epinephrine pen usage

Vascular Occlusion:

- Stop injecting.
- Hold pressure and reevaluate in 10 minutes, do not immediately massage
- Inject Hylanex (300–600u) per occlusion protocol (binder)
- Call medical director for escalation.

Fainting:

- Lay patient flat, elevate legs.

- Loosen clothing and apply cold compress.
- Monitor and document incident.
- Do not allow patient to leave until vitals (pulse) appears stable

1.7 Numbing & Topical Anesthetic SOP

Purpose: Reduce pain while staying compliant.

Procedure:

1. Confirm Good Faith Exam (if required by state).
2. Apply compound topical or lidocaine 4-7%.
3. Do not occlude unless approved.
4. Wipe thoroughly before injection begins.

1.8 Reconstitution SOP

Neuromodulators:

- Add 2.5 mL of preserved saline per 100u vial (standard).
- Label with date/time and initials.
- Store in refrigerator; discard after 30 days.

Sculptra:

- Reconstitute 10 mL bacteriostatic water.
- Shake before use per protocols internally

SECTION 2: Operational SOPs

2.1 Opening & Closing Checklist

Opening:

- Unlock store, lights/music on
- Stock missing items in bathrooms and rooms, kleenex, papertowels, etc
- Remove any loose trash
- Take in garbage if needed
- Prepare patient check in flow and sheets
- Light candles or scent diffusers
- Clean and prep the front for patients

Closing:

- Empty trash, wipe treatment rooms

- Count and log inventory
- Check Fridge and freezer
- Arm alarm

2.2 Front Desk Flow SOP

Check-In:

- Confirm membership and consent signed
- Alert injector of patient arrival

Check-Out:

- Confirm treatments logged
- Add visit to membership usage log
- Upsell skincare
- Book follow-up if needed

2.3 Inventory SOP

- Weekly: Log products used, reorder below par
- Monthly: Audit controlled substances and retail
- Document deliveries and shelf stock date
- Rotate stock FIFO

2.4 Photo SOP

- Use ring light + branded backdrop
- Take frontal, ¾, and profile before and after
- Label file with date + treatment
- Store in patient chart

SECTION 3: Compliance SOPs

3.1 Good Faith Exam SOP

- NY/NJ: Required for all new patients receiving Rx-based treatments
- Conducted in person or via telehealth
- Must be performed by MD, NP, or PA
- Documented and signed off in chart

3.2 HIPAA & Consent Storage SOP

- Store all forms digitally for 7+ years

- Only trained staff access EMR
- Log any HIPAA breaches internally and notify within 72 hrs

3.3 Incident Report SOP

- Any adverse event reported to manager immediately
- Complete internal form
- If needed, contact insurer and document follow-up

3.4 Needle Safety

- OSHA standards
 - Use sharps bins per standard and store for pick up bi-weekly
 - Do not allow non-medical staff to handle sharps bins
 - Report any unsafe conditions
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SECTION 4: Marketing & Membership SOPs

4.1 Influencer Partnership SOP

- All influencers must sign agreement
- Deliverables = 2 posts, 2 reels, 3-5 story tags
- Benefits tracked monthly
- Any underperformance = review at 60 days

4.2 Membership Signup + Cancellation SOP

- Signup via Shopify or in-store form
- Consent must be signed
- Cancellations require 30-day notice via email
- Membership perks deactivated upon cancellation

4.3 Gift Card SOP

- Sold online via Shopify
 - Entered into client's BLVD profile manually
 - Cannot be used for past-due invoices
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SECTION 5: Staff & Training SOPs

5.1 Onboarding SOP

- Week 1 = training shadow, paperwork, HR
- Week 2 = supervised treatment
- Week 3 = credentialing and CME intro
- 90-day review and feedback

5.2 Performance Bonus SOP

- Quarterly: Team metrics + individual sales
- \$30k pool distributed proportionally
- Eligibility: 3+ months, no HR violations

5.3 CME/Training SOP

- Internal Slack + CME page
- Mandatory quarterly technique review
- Upload case studies, watch new videos monthly

5.4 Uniform & Presentation SOP

- All staff must wear branded uniform, clean shoes
- Makeup minimal; hair styled
- No chewing gum, phones on floor