

HT 101: Mastering the FAQs

Preparing for Frequently Asked Questions

For beginning surgeons, there are many technical skills to be mastered but rarely does one hear about the “art” of dealing with patients at the personal level. One of the things the beginning surgeon quickly finds out is how inquisitive the patient becomes on the operating chair. The surgeon is intent on performing a technically successful procedure so these questions from the patient may pose quite a distraction. It is best to be prepared beforehand for the questions most likely to be encountered, such as the following:

1. *(Before the procedure starts)* Did you get a good sleep last night, Doc?
2. How did you get into this field?
3. *(After donor strip is removed)* Will this give me a facelift?
4. *(After sleeping for a couple of hours, patient suddenly opens his eyes)* Oh, I wasn't sleeping, was I? Did I snore?
5. *(When asked which movie the patient would like to see)* What movie do you guys want to watch?
6. *(While doctor makes sites)* Are you putting them in now?
7. *(While doctor is making sites)* Are you counting? *(Doctor says, “Yes”)* Do you mind if I talk while you do that?
8. I wasn't sleeping, was I?
9. Can you take hair from someone else?
10. *(After being asked if the anesthetic has worn off)* Yes, was I supposed to tell you? I've been feeling it for some time now, but I didn't want to bother you.
11. If you do a good job on me, do you know how many people I'm going to send you?
12. *(If patients have had a prior procedure with you)* I don't remember you doing this last time, did you?
13. Was I snoring? Sorry.
14. *(While head is numb)* Is there something on my head? It feels like a helmet.
15. Have you done any celebrities? Did you do...?
16. *(While the scalp is being sprayed with saline)* Is that blood running down my neck?
17. About how far done are we Doc?
18. Did I sleep?



MaryAnn Parsley, RN

MESSAGE FROM THE 2006 SURGICAL ASSISTANTS PROGRAM CHAIR

The Surgical Assistants Program this year was a new concept of a 1-day meeting with a hands-on cutting-and-placing workshop in the afternoon. It appeared to have been well received by all who attended. The lectures in the morning were the basis of the core curriculum surgical assistants need to know. They covered anatomy and physiology, common hair transplant techniques, anesthesia and medications used in procedures, emergency management, current medical therapies, and what a doctor wants in a surgical assistant. Techniques in training staff was presented, as well as instrumentation of hair restoration surgery, and helpful hints in determining donor density and increasing speed and accuracy were given. The very important topic of the care of the patient was presented. The expert panel covered all aspects of running the practice, helpful hints during the procedures, and surgery protocol. The lectures were outstanding. It was a great review for those of us who have been in the field for many years as well as a great learning tool for the beginners.

The Surgical Assistants cutting-and-placing workshop was my dream fulfilled. Thanks to the help of about 30 volunteers, we were able to have the greatest tool of all: human tissue to practice our techniques. Several volunteers demonstrated how they sliver, cut, and place grafts. Each attendee was able to get right in there and demonstrate their skills. It was unbelievable how our Tissue Prep team came to together and worked to set up and take down the workshops for not just our program but for all the physician workshops as well. The day was exactly as I said—a day of learning like no other with the sharing of ideas of all who attended. The camaraderie of those who attended will bring us all back again next year. It was indeed a meeting to remember. Thanks to everyone who attended and helped to make this a meeting everyone will be talking about for years. It was my pleasure serving as the chair of this year's program.

MaryAnn Parsley, RN

Classified Ads

Hair Transplant Office Manager and Technicians Needed in Las Vegas, Nevada

Technician must be experienced with microscope and placement. Inquires confidential.

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Hair Transplant Practice Opportunity

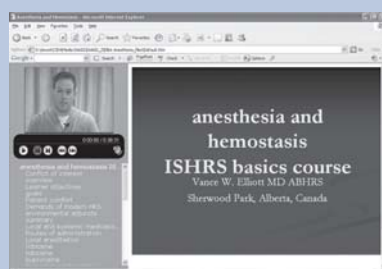
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2006 Basics in Hair Restoration Surgery Lecture Series



The 2006 Basics in Hair Restoration Surgery Lecture Series is an enduring material created by the International Society of Hair Restoration Surgery (ISHRS). The Series can be taken alone or paired with the Basics Hands-On Course at the ISHRS Annual Scientific Meeting. The Series provides the didactic information and the Hands-On Course teaches the core skills. When paired with the Hands-On Course, students are expected to complete the Series prior to the Hands-On Course. Together the overall emphasis is to provide basic and core skills essential for the practice of safe, esthetically sound hair restoration surgery. It is intended for use by those new to the field as well as those who are interested in a refresher. This enduring material was developed as a result of the need for the consistent and comprehensive presentation of the core basic topics. A faculty of well-known and distinguished experts in the field developed the materials and content based on the predetermined learning objectives and with the guidance of the CME Committee.

Continuing Medical Education (CME) Credit

Sponsored by the International Society of Hair Restoration Surgery. The International Society of Hair Restoration Surgery is accredited by the ACCME to provide continuing medical education for physicians. The International Society of Hair Restoration Surgery designates this educational activity for a maximum of 9.0 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

To receive CME credit participants must participate in the activity, complete the post-test, and achieve a passing grade (70% or higher). Instructions are included on the CD-ROM.

The CD-ROM is computer format, and the following is a list of user/system requirements in order to view the CD-ROM:

- Windows Media Player. This can be downloaded for free at: <http://www.microsoft.com/windows/windowsmedia/player/9series/default.aspx>.
- Microsoft Windows® 98 Second Edition, Windows 2000, Windows Millennium Edition, Windows XP Home Edition, or Windows XP Professional
- A 233 megahertz (MHz) processor, such as an Intel Pentium II or Advanced Micro Devices (AMD) processor
- 64 megabytes (MB)
- CD or DVD drive (DVD playback requires compatible DVD decoder software)
- 16-bit sound card
- Super VGA (800 × 600) or higher resolution
- Speakers or headphones
- Microsoft Internet Explorer 5.01 or Netscape Navigator 4.7

Lectures on the CD-ROM

Contents and faculty include:

1. History of HRS & ISHRS Course Overview, *Carlos J. Puig, DO*
2. Anatomy & Physiology of Hair Growth, *William M. Parsley, MD*
3. Physiology & Medical Treatment of Hair Loss, *Kenneth J. Washenik, MD, PhD*
4. Identification of Non-Androgenetic Pathological Hair Loss, *Bernard P. Nusbaum, MD*
5. HRS Patient Consultation: Ethics, Expectations, and Patient Selection, *Matt L. Leavitt, DO*
6. Hairline & Crown Whorl Design, *Michael L. Beehner, MD*
7. HRS Anesthesia & Hemostasis, *Vance W. Elliott, MD*
8. Donor Harvesting & Closure, *Marcelo Gandelman, MD*
9. Graft Preparation and Storage, *Jerry E. Cooley, MD*
10. Recipient Site Preparation & Graft Placement, *Robert P. Niedbalski, DO*
11. Flaps, Reductions, and Lifts, *E. Antonio Mangubat, MD*
12. Office Emergency Preparedness, *Edwin S. Suddleson, MD*
13. Office Design and Ergonomic Work Stations, *Carlos J. Puig, DO*
14. Basic Principles of Staff Training, *Carlos J. Puig, DO*

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Advancing the art and science of hair restoration

Upcoming Events

Date(s)	Event/Venue	Sponsoring Organization(s)	Contact Information
Academic Year 2006–2007 Registration before October 20, 2006	Diploma of Scalp Pathology & Surgery University of Paris VI— School of Medicine Paris, France	Coordinators: P. Bouhanna, MD, and M. Divaris, MD Director: Pr. J. Ch. Bertrand	Tel: 33 + (0)1 + 42 16 12 83 E-mail: marie-elise. neker@upmc.fr
December 9–10, 2006	12 th Annual Meeting of the JSCHR Be-Con Plaza, Beppu-city, Oita, Japan	Japan Society of Clinical Hair Restoration	Tel: 81-977-27-3227 Fax: 81-24-8899 sotaro@mth.biglobe.ne.jp
January 2007	International European Diploma for Hair Restoration Surgery www.univ-lyon1.fr	Coordinators: Y. Crassas, MD, P. Cahuzac, MD University Claude Bernard of Lyon, Paris, Dijon (France), Torino (Italy), Barcelona (Spain) Department of Plastic Surgery	For instructions to make an inscription online or for questions: Yves Crassas, MD yves.crassas@wanadoo.fr
January 24, 2007	American Society of Hair Restoration Surgery Annual Meeting Biltmore Resort Phoenix, Arizona	American Academy of Cosmetic Surgery www.cosmeticsurgery.org	Tel: 312-981-6760
March 7–10, 2007	13th Annual Live Surgery Workshop Orlando, Florida, USA	International Society of Hair Restoration Surgery Hosted by Matt L. Leavitt, DO	Valarie Montalbano Tel: 407-333-4200, ext. 141 Fax: 407-333-2140; 407-333-9464 HValarieM@leavittmgmt.com
March 30–April 1, 2007	ISHRS Regional Workshop Asian Hair Surgery Workshop Yokohama, Japan	International Society of Hair Restoration Surgery Hosted by Kenichiro Imagawa, MD	Kenichiro Imagawa, MD Tel: 81-45-311-8811 Fax: 81-45-312-8866 dr@yokobikai.or.jp
May 31–June 2, 2007	XII ISHR International Congress Milan, Italy	Italian Society for Hair Restoration www.ishr.it	Assert Communication Tel: 39 02 43995 206 Fax: 39 02 4398 5241 info@assert.it
September 26–30, 2007	15th Annual Scientific Meeting The Venetian Hotel Las Vegas, Nevada, USA	International Society of Hair Restoration Surgery www.ishrs.org	Tel: 630-262-5399; 800-444-2737 Fax: 630-262-1520 info@ishrs.org

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