

BEYOND® WhiteSpa

Pre-Treatment Client Consultation Check-List

The following form is designed to assist you in conducting a pre-treatment consultation with your client before beginning the BEYOND® WhiteSpa treatment. Standard questions, answers, and common treatment recommendations are addressed in this check-list.

PART I: Questionnaire

Please ask your client the following questions.

1. Are you allergic to hydrogen peroxide?

- If yes, they cannot do the BEYOND® WhiteSpa whitening treatment.
- If they are not sure, ask your client if they have ever had a reaction to hair dyes. If yes, they may be allergic to hydrogen peroxide and should not undergo the BEYOND® WhiteSpa treatment.

2. When was the last time you visited a dentist for a routine check-up and cleaning?

- If their answer is within 12 months, proceed to next question.
- If their answer is longer than 12 months, recommend that they visit their dentist for a cleaning and check-up before continuing with the BEYOND® WhiteSpa treatment.

3. Do you have any crowns, caps, or other composite fillings?

- If yes, where? If the composites can be seen when the client smiles, inform them that these composites will not whiten with the BEYOND® WhiteSpa treatment and that they should discuss with their dentist their options for replacing the composites to match their surrounding teeth.

4. Do you smoke?

- If yes, inform the client that while the BEYOND® WhiteSpa treatment is very effective on tobacco-related stains, they may need to do a fourth treatment or purchase an e-Bright Tooth Whitening Accelerator to continue their treatment at home to get the best results.
- Explain that tobacco-related stains are harder to remove than food-related stains.

5. How old are you?

- If the client is under 65 years of age, proceed to the next question.
- If the client is over 65 years of age, inform them that they may have age-related stains that are more difficult to remove from their teeth. They may need to do a fourth treatment or purchase an e-Bright Tooth Whitening Accelerator to continue their treatment at home to get the best results.

6. Do you have sensitive teeth?

- If yes, inform your client that while the WhiteSpa gel is a very mild, 6% hydrogen peroxide gel, they may still experience tooth sensitivity. This sensitivity is passing and within 24 hours they should have no more problems. They can take a pain-relief medication, such as Ibuprofen, to help with the discomfort.

PART 2: Assessment

Ask the client to smile wide for you.

1. Do you see any chips, cracks, or visible caries on the client's teeth?

- If yes, inform the client that they may experience increased sensitivity during the treatment. This sensitivity is transient and will pass within 24 hours.

2. Do you see any white spots on the client's teeth?

- If yes, these are fluoride stains. Inform the client that these spots may be more noticeable following the treatment, but that within 24 hours the spots will fade to better match the surrounding enamel and the fluoride stains will be less noticeable.

3. Does the client have inflamed or bleeding gums?

- If yes, they may have gingivitis. Recommend the client that they visit their dentist at their earliest convenience. Do not recommend the WhiteSpa treatment as it may further irritate their gums.

4. Do you see deeper, darker colored grooves in the tooth enamel?

- If yes, inform the client that these grooves will not whiten as fast as the surrounding enamel. Tell them that you will do two, 20 minute treatments and then assess the difference. If it is noticeable, you will do the third, 20 minute treatment with gel only in the darker grooves. This will even out the color, but if desired, they may want to come back for a fourth, 20 minute session the following day to get the best results.

5. Do you see any teeth that are darker in color than the surrounding teeth?

- If yes, inform the client that they have nerve damage in those darker teeth and that these teeth will not whiten as fast as the surrounding, lighter teeth. Tell them that you will do two, 20 minute treatments and then assess the difference. If it is noticeable, you will do the third, 20 minute treatment with gel only on the darker teeth. This will even out the color, but if desired, they may want to come back for a fourth, 20 minute session the following day to get the best results.

6. Do you see any banding, grayish, or yellow-brown stains on the client's teeth?

- If yes, ask the client if they took tetracycline (an antibiotic) as a child. If yes, then those stains are caused by tetracycline. While the BEYOND® WhiteSpa will whiten these stains, it will take longer to get the best results. Tell them that you recommend they do two, 20 minute treatments on the first day and then come back on the second day for another two, 20 minute treatments. At the end of these four sessions, their teeth will be noticeably whiter, but they may still want to whiten their teeth further. They can purchase an e-Bright Tooth Whitening Accelerator and do the full five, 20 minute treatment sessions at home. Or they could schedule another full WhiteSpa treatment within the next one to two weeks. Advise them that they will have an increased risk of sensitivity from this treatment regimen, but that they will notice a dramatic lightening in their tooth shade.

POINTS TO NOTE:

It is important to educate your clients about teeth whitening and reassure them that this is a safe, clinically-proven procedure. It is also important to establish your client's expectations from the whitening. Keep in mind that it is better to under-promise results, but over-deliver in the end.

Many clients may also have specific concerns and questions. If these issues are not addressed here, please feel free to contact us directly at info@beyondwhitespa.com and we will reply to you promptly.