

1. Secure Medical Oversight

- Confirm your state requires medical oversight
- Identify approved supervising provider type (MD/DO/NP/PA depending on state)
- Contact approved medical director candidates
- Review scope of supervision required (onsite, remote, chart review, etc.)
- Execute medical director agreement
- Define treatment approval process
- Define consultation escalation process
- Define adverse event escalation process
- Establish documentation expectations
- Confirm availability for clinical questions
- Provide MD necessary contact info
- Store signed agreement in compliance folder

READY WHEN: A signed agreement exists and you know when/how to contact them.

2. Activate Insurance Coverage

- Contact insurance provider
- Confirm laser services are covered (not excluded)
- Add laser rider if required
- Confirm each technician can be listed as provider

Verify coverage includes:

- Burns
- Pigmentation changes
- Adverse reactions
- Professional liability

- Confirm coverage effective date
- Confirm coverage limits meet Hello Sugar requirements
- Receive certificate of insurance (COI)
- Store COI in compliance folder

READY WHEN: Coverage is active before the first treatment date.

3. Order Approved Equipment

- Verify device is on Hello Sugar approved list
- Review vendor quote and configuration
- Confirm warranty and service terms
- Confirm training/support included

- Coordinate estimated delivery window
- Align delivery timing with training timeline
- Execute purchase agreement
- Arrange payment or financing

- Schedule vendor delivery
- Setup/calibration
- Confirm initial onboarding session

READY WHEN: Delivery date aligns with readiness, not earlier.

4. Prepare the Facility

- Select dedicated treatment room
- Confirm electrical requirements met
- Install required safety signage
- Prepare protective eyewear storage
- Prepare sharps/waste handling if required

- Set up treatment bed and workspace layout
- Establish clean/dirty workflow areas
- Confirm temperature/ventilation adequate
- Prepare client intake station

- Print consent forms and treatment records
- Prepare maintenance log location
- Prepare incident report location

READY WHEN: A technician can train without moving furniture or improvising workflow.

5. Configure Operational Systems

- Create laser services in Boulevard
- Configure treatment durations, if needed
- Configure buffer/transition time, if needed
- Configure consultation appointments, if needed

- Train on consent documentation expectations
- Train on treatment note expectations
- Train on intake process

- Train manager on documentation review
- Train cancellation/reschedule handling

- Confirm reporting visibility
- Test mock appointments from start to finish

READY WHEN: A full test appointment can be completed without confusion.