This protocol is developed to provide safety, relaxation and results for the client.

- 1. Greet and seat the client/patient:
 - New patient fill out the NCQ
 - Returning patient review and ask "has anything changed since your last appointment?" Cleanse hands and put on PPE before touching the feet.
- 2. Antiseptic spray or wipe, cleanse the feet with an antiseptic spray/gel, floss between the toes and remove their polish, if needed.
- 3. Visually inspect/perform the analysis, ask questions and make notes on their chart.
 - Determine appropriateness of the service; if not appropriate for treatment, stop the service. In-office, ask the physician to come into the room. In-salon, prepare the referral slip for sending the client to their physician.
 - If the treatment may proceed, suggest the treatment and benefits. Gain acceptance or move to another suggestion.
- 4. Initial (dry) callus exfoliation is performed with an appropriate buffer or e-file, if needed.
- 5. Polish removal, shortening/shaping, while discussing the service. Perform flossing.
- 6. Wrap the feet on warm wet towels and allow the client/patient to sit a few minutes. Use the time to prepare the SMA with the sterile implements in pouches, discuss polish color and place a clean towel where the feet will be on the floor.
 - NOTE: Discussing polish color later in the appointment reduces disappointment when a service must be denied.
- 7. Unwrap one foot and perform the appropriate massage and wrap in a warm towel. Move to massage the other foot.
- 8. Time for treatments!
- 9. Perform the nail detailing steps. ("Recheck" if all is well.) Floss between the toes with dry floss material.
- 10. Perform the nail finish, if any: polish, matte buffing, high-shine buffing, etc.
- 11. Perform the client/patient post treatment tasks.
- 12. Prepare area for next appointment.