DIN EN 16844:2019-10 (E)

Aesthetic m edicine services - Non-surgical medical treatments (includes Amendment :2019)

Contents

Page

European foreword 4

Introduction 5

1 Scope 6

2 Terms and definitions 6

3 Competencies 8
3.1 General 8
3.2 Training 9
3.3 Continuous professional development (CPD) and continuous medical education (CME) 9

4 Management and communication with patients 9
4.1 Office staff/Booking arrangements 9
4.2 Patient consultation and assessment 10
4.3 Consent 11
4.4 Documentation 12
4.5 Post-treatment follow up and patient satisfaction 13
4.6 Advertising 13
4.7 Medical tourism and travelling long distance for treatment 14
4.8 Medical indemnity and insurance 15
4.9 Fees 15
4.10 Arrangements for out of hours and emergency cover 15
4.11 Complaints 16
4.12 Confidentiality 16
4.13 Safe timing of treatments 16
4.14 Registration 16

5 Facilities 16
5.1 Evaluation of compliance and risk management 16
5.2 Personnel 16
5.3 Documentation of medical records 17
5.4 Facility 17
5.5 Administrative and waiting area 17
5.6 General requirements and recommendations for treatment rooms and procedure rooms 17
5.7 Patient safety and security 18
5.8 Hygiene standards for treatment rooms and procedure rooms 19
5.9 Medicines Management 20
5.10 Treatment room (TR) 21
5.11 Procedure room (PR) 21

6 Treatments 23
6.1 General 23
6.2 Aesthetic medical treatment categories 23
6.3 Identifying factors 23
6.3.1 General 23

Figure 1 -- Relations 23
6.3.2 Practitioner 24
6.3.3 Facility 24

6.3.4 Anaesthesia level 24
6.3.5 Risk level of treatment 24
6.3.6 Patient physical status and age 25
6.3.7 Mental status and patient expectations 26
6.4 Treatment identification 26
6.5 Cooling off period 26
6.6 Aesthetic medical treatments 26

Annex A (normative) Code of Ethics for marketing and advertising 29

Annex B (informative) A-deviations 31

Bibliography 47