

**The Academy of Nail Design's**

The Academy of Nail Design

**DERMA CARE NAIL  
SPECIALIST (D.C.N.S.)  
PROGRAM**

As Certified by the Canadian Examining Board of  
Health Care Practitioners (C.E.B.H.C.P.)

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# **Derma Care Nail Specialist (D.C.N.S.) Program**

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## **∞ Lesson 4 ∞**

### ***The D.C.N.S. Client Assessment and Consultation***

**I. What is a D.C.N.S.  
Assessment and  
Consultation?**

**II. Sections of the  
D.C.N.S. Form**

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Consultation form**

# *D.C.N.S. Client Assessments and Consultations*

Are you currently performing an assessment and consultation with each and every one of your clients? If you are a TAOND graduate you should be!

**And as a D.C.N.S. you have to.**

Prior to performing any hand or foot service, a complete and thorough assessment of your client's health, service background, medical history and their service goals is **ESSENTIAL**.

As well as a detailed and understandable consultation with your client so they can understand exactly how you feel will be the best course of action to assist them in reaching their goals for the overall health of their hands and feet. And what part they need to play with regards to homecare in order to meet those objectives.

Although we are all accustomed to having assessments performed when we get our hair colored or cut and before having a skin treatment or massage, we rarely see assessments performed in the nail industry.

**Why is that?** Don't Nail Professionals need to understand the health of a client, determine lifestyle and therefore the best nail application or be able to recommend professional homecare?

Of course, we do! But why then are assessments not being done? Many Nail Professionals and clients view nail services as a 'one size fits all' and lack any variety or real advice for the best overall health benefits. Old school thinking is that a 'manicure is a manicure is a manicure'.

Clients feel that a manicure or pedicure service is the same everywhere they go and don't expect or receive any professional advice when it comes to their hands and feet during their services.

But as we've discussed in earlier modules, the nail industry has evolved and today there are now as many treatments and retail products for the hands and feet as there are for the face. And as clients become more and more concerned about the age and health of the skin on their hands or the condition of their feet the more they begin to rely on the advice of a professional.

**Did you know that one of the top complaints from clients about their professional nail services is that they feel that their Nail Professional doesn't listen to them?**

How can that be? How is it possible to perform a personal service on a client when you haven't listened to their desires or even answered their questions?

Can you imagine going in for a haircut with the goal in mind of just a trim and the hairstylist cuts off all your hair? Almost unheard of! And why? Because the stylist asks you before picking up the scissors exactly what you are looking to have done.

Whenever we visit a new hair salon, the stylist takes the time to examine our hair, determine the health and type of hair we have, discusses with us what it is we desire from this visit, asks us valuable questions before starting our service, and then as they proceed, continues to ask us questions. The same rings true when you go for a massage or facial, is it not?

Why is it different with professional nail services? You're right – it shouldn't be!

In order to obtain and elevate your status as a D.C.N.S. you must be able to perform a thorough assessment and consultation that will allow you to fully understand your client's goals for the health of their hands and feet, determine what type of nails and skin they have in order that you best proceed with the correct services, answer any and all client questions about the right services for them, and recommend the correct professional homecare.

There are so many services now available to nail clients along with thousands of different products and homecare and they are relying on you as a professional to guide them properly through their choices.



## ***What is a D.C.N.S. Client Assessment?***

In order to best provide your specialized D.C.N.S. services, you will be performing your D.C.N.S. assessment and consultation that is even more in-depth than a typically nail service assessment and consultation, and that is because you will be basing your D.C.N.S. service on each individual client's needs.

Right now, when you are performing your manicure or pedicure, or even your spa manicure or spa pedicure, do you reach for the same products over and over for each of your clients?

Why? Aren't each of your clients different? A different age? Have different lifestyles? Have different types of nails, or skin types? Of course, they are and do!

So why are you reaching for the same products and perform the same services on all of them?

As a D.C.N.S. you never will again!

**What is a Consultation?** A client assessment is an evaluation interview and physical examination of your client, in which both you and your client provide insight into how to provide the best suited service to meet your client's desired needs. This is done through a thorough **analysis** and **consultation**.

## ***What is a D.C.N.S. Consultation?***

During the consultation phase of the assessment your job as a D.C.N.S. is to actually converse with your client about their lifestyle, medical issues, previous service history, their service and product likes and dislikes, and finally the homecare products and routines.

Your clients will be thrilled that you are actually taking the time to hear what they have to say about the health of their hands and feet. And also be excited to listen to the specialized service you will be preparing and performing for them this visit, and why. Then also what your ultimate goals are for the future health of their hands and feet.

**What is an analysis?** An analysis is a client examination that is performed by observing the physical conditions of the client's skin and nails and asking appropriate questions in order to best understand the current, past and desired condition of your client's hands and feet.

During the analysis portion of the assessment, examine your client's skin, nails, arms or legs (depending on whether you are performing a manicure service or pedicure service – both for both services). Note the type of nails your clients has, the type of skin they have, any irregularities of the nails and skin, conditions that concern either yourself or your client, determine skin type (dry or cracked, aging, pigmented), and nail plate health (peeling, supple, or discoloration etc.), and check the range of mobility on both their hands and feet, as it will affect their massage portion of your service. Ask about any pain they may be experiencing.



This detailed analysis will aid in determining how to proceed with your service consultation.

Then you summarize your findings made during your analysis into a recommended personalized, unique D.C.N.S. service. Also, be prepared with a list of homecare products and instructions for your client as homecare plays a vital role in your client achieving their goals as well.

## ***Do my clients really want to sit through a full assessment and consultation?***

They should! Converting your existing or new clientele to D.C.N.S. clients should be easy once you fully explain to them what it is your new title means and what a D.C.N.S. service entails.

Yes, there will be the odd client who would prefer to just waltz into a salon and plunk themselves down and receive the same 'ole manicure or pedicure that they have for years, without a care in the world for the type of products that are being used or want to know why, or care about advanced decontamination protocols that will ensure the safety, or the current or future health of their hands and feet, but these aren't the type of clients you want to recruit for your new D.C.N.S. services.

Your ideal D.C.N.S. client is someone who wants more from their hand and foot care, who is willing to pay for the specialized and individual service that you will be providing to them. Someone who understands that your D.C.N.S. decontamination protocols far exceed industry standards and are designed to protect their health and safety. Someone who is interested in effective and health beneficial home care, and finally someone who wants to learn more about the care of their hands and feet from an industry professional.

Sure you can still perform the same old services that you have been for years for your clients that aren't ready for the advanced care behind a D.C.N.S. service, but you should be informing your clients of the differences in your regular or spa services and your new and advanced D.C.N.S. services.

### ***What should you ask during the assessment and explain during the consultation?***

An assessment form should contain precise questions that will enable you as a D.C.N.S. to properly gather information about your clients' lifestyle, habits (both work and personal), health, service preferences, past problems or issues etc.

Without this information you may be more likely to recommend a service or product that is inappropriate to a particular client and could lead to serious reactions.

A service history is important to maintain as well. With an accurate service history you can easily pinpoint when a problem developed or what applications or services are most appropriate for your client. Always note the date, service provided, retail recommend and purchased by your client and any client comments and feedback.

### ***What do I do with the assessment form once it is completed?***



In order to provide ongoing professional service, it is advised that you keep all your assessments, both original and updated on record. Make sure they are easily accessible in order to update the original form. Forms can be maintained in electronic or hard copy form as long as they are easier accessible.

There are now some fantastic salon and spa software applications that pop up special messages concerning your clients at the time of their appointment check in so you are reminded of their special needs. Some of these software applications even track your client's progression during their services, so they can see how your professional help and recommend homecare is assisting them meet their service goals.

# *Sections of the D.C.N.S. Form*

Now that we understand that performing an assessment and consultation are imperative,

## **Let's discuss each major section of the form and why it is important**

### ***Contact Information***

Maintaining current and accurate client contact information is vital to your business. Whether you need to contact your clients the day before to confirm their appointment or reach them on a regular basis to inform them of specials you may be holding, having outdated contact information can cost a business money.

Each time your client checks in for their appointment make sure you or the salon or spa receptionist inquire whether or not there has been a change in your client's contact information and follow up with changing their records immediately.



If you intend to send out monthly marketing material either by mail or by e-mail having current information will avoid returned mail and bounced back e-mails.

Another suitable addition to your form is an emergency contact person in case there is ever a need to contact someone on your clients' behalf.

### ***Client Service and Lifestyle Background***

This section has been designed to establish what type of services your client has had in the past and whether or not they were satisfied with these services – what they enjoyed and what they didn't.

By asking these specific past service questions you can also determine how best to proceed with the services you'll provide and what may be the best retail to recommend.

For example, if a client states that they felt the best part of their last manicure service was the massage make a mental note to put more effort in extending their massage. If the client acknowledges to having had a pedicure recently but couldn't stand having their callous smoothed with the wooden paddle, make a mental note to explore different callous removing techniques.

Each question has been designed to get the most information you can out of your client in order to best address their concerns.

Remember it's like having a conversation, a conversation that will allow you to provide the most comprehensive and pleasing service experience possible.

Lifestyle questions have been included so that you are able to determine what may be the best service may be for this particular client. For example, if a client is particularly hard on their hands and is a frequent hand washer then this will affect the type of products you use during your service, and therefore also what products you will recommend for homecare vs. someone who may work in an office setting.

## ***Medical history***

This section is probably one of the most important of your form as you determine what type of services you will be providing. It is imperative for several reasons that you determine the current health of your client.

And of course, if there is any issue that contravenes the “GOLDEN RULE” you are NOT to service this client.

For example, if your client is diabetic this will require you to completely modify their service. Diabetics require special care and as mentioned previously in this program The Academy of Nail Design never recommends any beauty professional work on a diabetic client unless they have taken a specialized diabetic care training program.



Medications of all natures can also affect nail, hand and foot services so be sure to ask if a client is on any medications that may affect their service.

Allergies to natural products for example a nut allergy is important as some massage oils or lotions may contain traces of nuts or other bases that could cause complications. Also, due to the increase of aromatherapy oils being used in nail services, determining reactions to specific oils is recommended. Latex is another common allergy, so not only ask about latex allergies, but also be prepared to have a nitrile or alternative glove type on hand.

Even more important with regards to allergies is determining whether a client has had a reaction to a nail product before.

If the answer is ‘yes’ to this question than this product or a similar based product should **never be applied** to the client again. The nature of these types of allergic reactions is that they worsen with each exposure. And you may be putting your clients’ health at risk if you ignore this fact.

Without asking these specific medical history questions you may never know the appropriate information, and not knowing this information could lead to serious complications.

If you are uncomfortable asking a client about their medical history than have them fill out the form on their own, but be sure to review it with them in detail before proceeding with a service. If you have any questions or see something on the form that may raise a question, don’t hesitate to bring this to the attention of the client. It is always better to be safe than sorry.

In case you feel you may have missed an important detail during your assessment, remember the catch-all phrase you can ask to determine the health or medical history of the client is “**Are there any other medications, allergies or health issues that I should be aware of before proceeding with today’s service?**”

While we can’t expect all our clients to be 100% truthful all the time, or perhaps they may not even understand why it may be important for us to know all this information before proceeding with their service, especially since they may never have been asked before a hand or foot service. However, it is your professional responsibility as a D.C.N.S. to be as thorough as possible and explain why it is you are asking them.

Saving someone from an allergic reaction or worse should never be viewed upon as an ‘inconvenience’!

### ***Observation***

The key in this section is your physical examination (or assessment) of the nails and skin. As we discussed previously there are situations or health issues where a nail professional is not permitted to perform a service or where special circumstances must be followed (**the Golden Rule**).

The key in your physical examination is to write down anything that is out of the ordinary no matter how small the issue may seem at the time. A small cut or a bruise may not seem like a big deal at the time, but it is always important to make note. You are protecting yourself as well as the client from and misunderstandings in the future.

You will also be noting the type and condition of their nails and skin so that you can prepare your service, products and homecare based on their individual needs.

Write down the recommended service for that day and why you choose that service (based on the conclusions as determined by all of the assessment sections) and have both yourself and the client sign and date the form.

### ***Record of Service***

Make sure you update this form each and every time the client has a service or purchases retail items. If a problem does arise then it is much easier to determine at what point in time it may have occurred. It will also allow you the ability to track the number of appointments and/or retail items that have been purchased if you wish to provide some type of Client Loyalty program and award your best clients discounts or special promotions.



# *D.C.N.S. Client Assessment and Consultation Form*

The following is an example of a D.C.N.S. Client Assessment & Consultation Form.

Keep in mind this is just a *sample form*.

We have provided extra copies of this sheet in your WORK SHEET Downloads.  
However, feel free to design your very own D.C.N.S. form to include any additional sections you feel may be vital to your services.

## **CONTACT INFORMATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province/State: \_\_\_\_\_

Postal/zip code: \_\_\_\_\_

Work Phone # \_\_\_\_\_ Home Phone # \_\_\_\_\_ Cell # \_\_\_\_\_

Best Time to Reach: \_\_\_\_\_

Emergency Contact name and number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## CLIENT SERVICES AND LIFESTYLE BACKGROUND

### Previous Services

What types of nail services have you had in the past?

Manicures? Y  N

Spa Manicure? Y  N

Pedicures? Y  N

Spa Pedicure? Y  N

Acrylic Enhancements? Y  N

Fiber Glass Enhancements? Y  N

Gel Enhancements? Y  N

Any other please list: \_\_\_\_\_

Were you satisfied with the services? Y  N  If NO please explain why

\_\_\_\_\_  
\_\_\_\_\_

### Lifestyle

In your line of work do you frequently wash your hands? Y  N

Do you wear rubber gloves when doing housework or gardening? Y  N

Do you spend a great deal of time caring for your own nails? Y  N

Are you generally hard on your hands? Y  N

Please list any retail items for your hands or feet you have purchased in the past that you enjoyed

\_\_\_\_\_

## MEDICAL HISTORY

Do you have/or have you had: If **YES** please list any current medications

Arthritis Y  N  \_\_\_\_\_

Cancer Y  N  \_\_\_\_\_

Diabetes Y  N  \_\_\_\_\_

Heart Problems Y  N  \_\_\_\_\_

High Blood Pressure Y  N  \_\_\_\_\_

Stroke Y  N  \_\_\_\_\_

Are there any other **medical conditions, medications or allergies** that we should be aware of including nut, essential oil, latex or other food allergies?

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**OBSERVATION**



***Right Hand Notes***

**What type of nails does your client have?**

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**What type of skin does your client have?**

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**Are there any specific evidence of issues that contravenes the “GOLDEN RULE”?**

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### ***Left Hand Notes***

**What type of nails does your client have?**

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**What type of skin does your client have?**

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**Are there any specific evidence of issues that contravenes the “GOLDEN RULE”?**

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### ***Top of Feet Notes***

**What type of nails does your client have?**

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**What type of skin does your client have?**

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**Are there any specific evidence of issues that contravenes the “GOLDEN RULE”?**

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***Bottom of Feet Notes***

**What type of skin does your client have?**

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**Are there any specific evidence of issues that contravenes the “GOLDEN RULE”?**

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**RECOMMENDED SERVICE**

**Recommended service for hands including specific products**

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**Why** \_\_\_\_\_

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**Recommended Home Care for the hands**

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**Why** \_\_\_\_\_

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**Recommended service for feet including specific products**

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**Why** \_\_\_\_\_

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**Recommended Home care for the feet**

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**Why** \_\_\_\_\_

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\_\_\_\_\_  
**Client Signature:**

\_\_\_\_\_  
**D.C.N.S. Signature:**

**Date:** \_\_\_\_\_

**FOLLOW-UP SERVICE NOTES**

**Date:**

**Service Performed:**

**Client Comments:**

**D.C.N.S. Comments:**

**Home care Comments:**

**Date:**

**Service Performed:**

**Client Comments:**

**D.C.N.S. Comments:**

**Home care Comments:**

**Date:**

**Service Performed:**

**Client Comments:**

**D.C.N.S. Comments:**

**Home care Comments:**

**ADDITIONAL NOTES**