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EXCEPTIONAL

DERMATOLOGY





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We'd love to hear your feedback, so we can
continue to improve our service to you.

For questions or comments, please send us an email to
liz@exceptionaldermatology.com

CONTACT

2720 N Harbor Blvd Ste. 205

Fullerton, CA 92835

(714) 882-5525

www.exceptionaldermatology.com



Introducing Our New Patient Portal

We are excited to announce the launch of our Exceptional Dermatology Patient Portal, a cloud-based patient healthcare management system that allows our patients to easily and conveniently review and update their medical records, schedule appointments, access test and lab results, send private messages and receive copies of receipts from payments made at the office.

The patient portal is designed to be convenient and user-friendly on your computer desktop as well as the mobile app. Our patient portal gives our patients the freedom to access their health data anywhere and anytime they want.

Patient Portal Features

Seamless and Convenient

- Accessible via desktop computer or by downloading the Pocket Patient App on your tablet or mobile device
- Appointment and refill requests just take a few clicks
- Change your pharmacy of choice for future appointments
- View prior appointments and visit notes

Easy Access Your Information

- Past Medical History
- Medications/Allergies
- Diagnoses and visit notes
- Test results
- Contact Information

Engage with your healthcare provider

- Communicate with our staff via encrypted messaging
- Update your information in real time
- Allow access to a caregiver or a representative if you are underage or disabled

Patient Portal FAQs

What are the benefits of the patient portal?

Our patient portal contains the most up-to-date information regarding your office visits. This includes the doctor's diagnosis and the proposed treatment, whatever

medication you might be prescribed and also the results of your lab tests.

How efficient is it?

This platform cuts down the time to relay important information directly from our staff to you, and also reduces the number of phone calls between you and our office. Also, all your information is readily accessible online so it can be viewed at any time between doctor visits. This means you won't have to keep so many physical paper forms as it is all stored on the cloud.

Are my personal and medical information safe and secure?

Patient portals are bound to comply with HIPAA regulations, which specify which aspects of the patient information must be kept confidential. As such, Patient Portal providers have always put patient information security as their number one priority.

Access Patient Portal

To view and to access the Exceptional Dermatology Patient Portal, please visit our website at www.exceptionaldermatology.com. In addition to a link on our website, patients can access the portal directly at exceptionalderm.ema.md. If you need assistance with your patient portal or have any questions, please don't hesitate to give us a call at our office at **(714) 882-5525** to speak with one of our staff members.



What to Know About Retinoids

Retinoids are often intimidating to those who don't know what they are and how they function. Retinoid products contain vitamin A and bind to the skin's retinoid receptors. The new skin cells that your body produces naturally is what helps your skin look bright, glowy, and youthful. It typically takes the body about 28 days for cells to turnover; however, retinoids help you get new skin much faster. Retinoids are very helpful in reducing fine lines and wrinkles because they help increase the production of collagen which we know is what aids in keeping our skin looking youthful.

Retinoids are safe to use for all skin types as long as your skin is not dry, red, or irritated. Additionally, if you suffer from a skin condition, such as eczema, it would be best to hold off on retinoids until you consult with a skin care specialist. It is important to note that your skin will need to get used to retinoids. Therefore, in the

beginning, your skin might look red and feel itchy. You also might notice that you get more breakouts. This will likely occur because your skin is purging any toxins and impurities. Any product that is newly introduced into your skincare routine will take some time getting used to, especially one as powerful as a retinol.

If you are interested in using retinoids, it is important to remember that a little bit goes a long way. Make sure that you slowly incorporate into your skincare routine and limit the amount you apply to three times a week. Once you notice that your skin has become accustomed and responded well you can increase your retinoid use. It is also important that you're applying this product on dry, clean skin.



Keep an eye out for the different strengths of retinoid products. Prescription retinol is the strongest as well as retinoic acid. When using retinol, make sure to skip exfoliating as that might irritate your skin. Since exfoliating can be abrasive on the skin, especially if your skin is sensitive, you want to ensure that you aren't overwhelming your skin.

Use retinol only at night to protect your skin. Retinol makes your skin more sensitive to sunlight. If you know that you are going on a trip where there's going to be plenty of sunlight, it is best to put a pause on retinol use. It is safe to use products that contain retinol under your eyes; however, it is not safe to apply it on your eyelids as they are very thin and can become easily irritated. Lastly, and most importantly, continue to wear sunscreen as much as possible. Even a powerful product like retinol can't protect your skin from the sun's powerful rays.





How to Treat and Prevent Scalp Acne

On the scalp, acne is less common than on other parts of the body. It can, however, be just as inconvenient. Pimples on the scalp or scalp acne are frequently caused by clogged pores. The issue can be treated by keeping the hair and scalp clean and using medicated shampoos. Pimples and outbreaks on the scalp or hairline are referred to as scalp acne. Scalp acne occurs when dead skin cells or excess sebum clog hair follicles, causing irritation in the hair follicle. The natural oil produced by sebaceous glands builds a protective barrier on the skin known as sebum. If a person does not wash their hair frequently or wears headgear that produces friction against the scalp, their pores can become clogged. When using certain shampoos, conditioners, or hairsprays, some individuals may get bumps or pimples on their scalp.

For scalp acne, a medicated topical therapy may be required. Medicated topical treatments for scalp acne can be purchased without a prescription. These products may contain salicylic acid as it is a common ingredient in acne-fighting skin care



products. By breaking down the links between dead skin cells, salicylic acid aids in the removal of them. Additionally, glycolic acid may be present since it exfoliates the scalp, removing dead skin cells, germs, and sebum. Lastly, ketoconazole may also be an ingredient which is an antifungal medication used to treat scaly or red skin. If you have persistent scalp acne with symptoms including hair loss and inflammation, talk to your doctor about the following treatments: antibacterial ointments for the skin, oral antibiotics steroid injections, allergic reactions antihistamines, or specific drugs for severe acne.

The appearance of scalp acne varies. Scalp acne can sometimes look like little pimples or zits on the scalp. These itchy and painful spots might appear on the back of the head. Other times, a person may acquire pimples along their hairline or painful bumps or cysts

beneath the skin. When a pore or hair follicle becomes clogged with dead skin cells or sebum, pimples appear on the scalp. Bacteria, yeast, or mites can potentially enter the pores and trigger an allergic reaction.

According to the AAD, patients with scalp acne may notice the following symptoms: whiteheads on the scalp or hairline; densely packed bumps along the hairline, on the forehead, or towards the back of the neck; uncomfortable lumps on the scalp; and some people may have bumps that they can feel but cannot see. Scalp cleanliness is critical for preventing clogged pores. Washing your hair whenever it becomes oily and after each workout is a good idea. If a person believes their diet is causing scalp acne, they should keep a food diary to see if certain foods create flare-ups. They could also switch to natural, hypoallergenic hair care products. In general, it is best to maintain good hygiene and cleanliness to avoid bacteria from forming.

