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KELOID INSIDER



Keloid Insider is a regular newsletter published and distributed by Dr. Tirgan. Various keloid-related topics are discussed in straightforward language.

Impact of COVID-19 on Keloid Patients

Delivering proper medical care to keloid patients in the COVID-19 era poses numerous practical challenges. After the initial, rapid spread of COVID-19 in the United States in March 2020, dermatology and plastic surgery medical practices closed their doors to patients seeking routine medical care. With rare exceptions, keloid treatments fell within the same category. As a result, keloid patients received minimal care in March and April.

To make medical care available to our patients, we started providing virtual consultations; and when appropriate, Dr. Tirgan prescribed the only viable treatment option, i.e., the R5/R6 keloid creams. R5/R6 creams contain 5–6 active ingredients, including anti-inflammatory drugs and a local anesthetic.

In response to an increasing number of requests from patients who were in the middle of their treatments, on May 9, 2020, we re-opened the office to provide medical care to our patients. Bringing patients to the office, however, posed its own challenges, so we implemented several precautionary measures.

Minimizing duration of patient visits

1. All new patient consultations were conducted in advance by phone. Patients came into the office only to obtain their pre-planned treatments.
2. Instead of waiting inside our office, we asked patients to wait outside and to send a text message to Dr. Tirgan to tell him when they arrived or were close to the office.
3. Patients were brought into the office one at a time, without any other patients in the waiting area.
4. Once a treatment was completed, the exam room was cleaned and made ready before the next patient was called in.

Minimizing the number of people in the office

1. It was essential to maintain a minimum number of individuals in the office. As such, Dr. Tirgan worked without his receptionist.
2. Patients were also asked to either come alone or to bring no more than one accompanying person to the visit.

Protective measures

1. Patients were instructed not to come to the office if they had experienced a fever or any other symptoms in the preceding few weeks.
2. Patients were asked to wear a mask before entering the building and to keep their mask on during the visit.

Subsequently, we reached out to all 18 patients who came for treatment, seeking feedback to improve our protective measures processes. We also decided to open the office but with limited hours, and only twice per month. Accordingly, **we will next see patients on Thursday June 4, 2020.**

About R5/R6 creams

Treatment of most keloids involves injections of drugs and/or cryotherapy, neither of which can be prescribed remotely. The only treatment option that can be prescribed is the R5/R6 creams, which are somewhat effective in treating certain types of keloids. These creams are my favorite, first-line treatment for patients with numerous keloids, or for those with several pubic or chest keloids.

To learn more about R5/R6 creams, please visit <https://www.keloid212.com>. You can also email your questions directly to me at DrTirgan@gmail.com. I will post my responses to common questions in the next issue of *Keloid Insider*.

Be well.

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