

PLASTIC SURGEON
P O D C A S T

Clinic Talk w/ Sabrina Sajan

EXES, LIARS AND FAT-SHAMING

Sabrina Sajan 00:00

Everyone do what motivates people to get plastic surgery?

Dr. Javad Sajan 00:03

Did they regret it?

Sabrina Sajan 00:03

Well, can we learn from the weird and wild stuff that happens at our plastic surgery clinic? We're going to tell some stories. Get some laughs and learn on

Dr. Javad Sajan 00:12

clinic talk with Sabrina Sajan.

Sabrina Sajan 00:14

On the plastic surgeon podcast.

Dr. Javad Sajan 00:34

Hello my friends, I'm Dr. Javad Sajan. And of course I'm here with my lovely wife and CEO of Allura static Sabrina sajan.

Sabrina Sajan 00:40

Welcome back. And thanks for listening. Please rate us and review us on Apple podcasts on clinic talk. We tell real stories of fun, strange, hopeful and educational things that happened at our clinic from day to day.

Dr. Javad Sajan 00:53

Yep, we got a lot of weird and hilarious things happening at the clinic.

Sabrina Sajan 00:57

You can find the clinic at allureesthetic.com. So what kind of stores are we talking about today?

Dr. Javad Sajan 01:04

We had such a wild and amazing week. This episode we're going to talk about provider patience. Me paying rent for employees, and then running away employees leaving on bad terms and patients with medical conditions such as morbid obesity.

Sabrina Sajan 01:22

So let's start with the first slide.

Dr. Javad Sajan 01:24

So as you all know, we get so many amazing patients from all walks of life, all careers and all paths. Our downtown office actually is located across Swedish hospitals. So we get a lot of providers from there and we get a lot of patients who are providers, right, Sabrina? Yeah, many, many and you know, from, I would say from high end, very well known people who do surgery on colleges, family, medicine, doctors, even residents. And I can tell you all that the provider patients, although they're insiders, there's some of the most unique and sometimes challenging people to work with.

Sabrina Sajan 02:01

Mm hmm.

Dr. Javad Sajan 02:03

All right, this one story pops up that I have to share with our fans and listeners. We had an amazing patient who got filler. Very sweet person. This person is a provider. The filler went amazing. The person loved it. The guy did a week before a trip that they had going on, right, Sabrina? Mm hmm. So the patient got their filler, their home, they're excited two days before the trip. The patient calls the clinic saying My face is crooked.

Sabrina Sajan 02:31

Yes, she is not very nice over the phone

Dr. Javad Sajan 02:37

and is really upset and she's, you know, saying all these things and she's literally said I'm coming there right now. I remember that I was in surgery that day and we made an opening for her to come at the end of my day after my surgeries. In that I thought it was some kind of emergency because this person is a very nice, smart, capable person. So They come in and we are put filler interface. And I examined her and looked at her and everything looked perfect. It was very little filler, we only have put point two, five cc's of hyaluronic acid base filler, or some crystal and product in in one of her folds in our face and it looked perfect. And then she comes in she tells me, Doc, I don't like this filler. I'm like, Okay, I understand, tell me what you don't like show me what the mirror and she can point to it. She's like, I don't like my face. I'm like, okay, I can understand that. I respect that. I think your face is very nice looking. And some days I don't like my face also. But that doesn't mean I call and get upset and start yelling at the person who did the treatment. So tell me exactly what you're not liking. And she says again, I don't like my face. fix it. So then, you know I continue my examination. I do a thorough examination. I feel the filler. Everything feels in perfect location. Everything looks great. I sit down and I get the feeling there's something more I'm missing. Something's things Aren't adding up. I asked her so nice patient, kindly share with me what you don't like about your face. And again, we're having a circular argument just saying I don't like my face. My face looks great. I don't like my face face looks great back and forth back and forth. I'm like, Okay, so, I mean, how can I What can I do to make things better? Right? And this is a provider so she knows how vigilant we are with our patients. We care obviously, we got her in the same day of are concerned. So she tells me I want you to do three things. I'm like, Alright, I'm in time. I'm feeling good. I'm like, yeah, some kind of plan some vision, she's willing to do something right. It's very late at night. It's 9:30pm happy to see her. I mean, I want to help her to get taken care of. And she's like, the three things are number one, you must give me a full refund for the wholesaler, even though I allegedly don't know what I don't like. Number two, dissolve the filler. And number three, redo it. So I sat down in my chair. Took a nice gentle breath. I asked her Hey, nice patient, thank you for that. feedback. I appreciate that. Are you a provider? And she told me.

Sabrina Sajan 05:07

yes.

Dr. Javad Sajan 05:08

yeah. And I said, Okay, you see patients, right? And she said.

Sabrina Sajan 05:12

Yes.

Dr. Javad Sajan 05:13

I was like, Okay, excellent. So if you had a patient come to, you know, then I asked her, did that make any kind of guarantee for you when we did the treatment? She said, No. Then I asked her, okay, so you don't know what you don't like it, you want all these things? Let's flip the script a little bit. If you had a patient who you did some kind of treatment for. Um, let's see how you would respond. So I asked her, do you make any guarantees to your patients? She said, No. But I asked her if you had a patient asking you for a refund for something you didn't guarantee and they couldn't identify what would you do? And she told me I wouldn't give them a refund. So then I looked at her paused for About three seconds became awkward, but I wanted that I wanted, I wanted all of us to feel that moment understand it, relish it, taste it. And then I said, Okay, and I don't usually do this, but this person was just going on and on. So I asked him if

Sabrina Sajan 06:13

She's definitely, definitely aggressive.

Dr. Javad Sajan 06:15

Yeah, very aggressive. So then I said, Okay, so you wouldn't do this? Can you please help me understand why you're asking these things from us? And you know what she told me. She said, Oh, you guys make too much money, you can afford it. And I gently say, what does that have to do with any of this? You know, and she had no answer. And obviously, the nine an hour helping manage this nice person and getting them taken care of,

Sabrina Sajan 06:42

and little Do you know this, this patient only accepts cash.

Dr. Javad Sajan 06:48

So, you know, it's a very challenging situation. So that, you know, the question is how do you handle someone like this right, and our number one goal, and our In our practice, Sabrina, and you know, you've really helped embody this so much as our number one goal is to serve more, do more and be more, right, definitely. And so when we have a situation like this, you know, I hand it off to the administration to handle because medically speaking, there's nothing I can do. What do you guys do after this when they pass it off?

Sabrina Sajan 07:18

Um, so, you know, we talk to the patient, we kind of get their feedback on how everything went, we always, you know, listen to them first, you know, we kind of let them get out. A lot of times, it's just other things that are in their life that's causing them to behave this way. And we totally understand that so we we let them speak, we let them take it out on us. And then we ask them, What do you think we should What do you think we could do for you to make this experience better? It's a variety of things that the patients tell us and a lot of times they just want one on one FaceTime with an provider and MD and you know, they come in and, or they just need some time to settle and think about the treatment and the service that they receive. And then kind of self reflect. And I think that time helps.

Dr. Javad Sajan 08:04

Yeah. And I think sometimes when I see provider patients, I maybe hold them to a too high of a standard, because I think you're a provider, you know how all of this works. And we're trying to the best for you. And I think sometimes I myself get a little bit, not as patient as I am with regular patients, excuse the pun. Because when you have a provider and someone who helps take people take care of many, you know, other issues, you would expect that they have a better level of comprehension, a better level of understanding what we're doing and why we're doing it. But that is the opposite. When we have a provider patient are actually more aggressive, usually more demanding, and typically, they will be least likely to be happy with any treatment that we do. It's unfortunate and we and we love them on this patient. She's an amazing patient I we care for very much, you know, we it's this situation is already resolved. As I'm talking about it, it was handled very well. While we took great care of her, and she's doing fantastic, but I wanted to share with you all, that when we're taking care of amazing people, our number one goal is to do the best we can no one's putting filler in anyone's face or to make them crooked, right? Or no one's trying to do that we're trying to help them, have them get the best look best feel and make them feel good about themselves. And when you look at filler in the grand scheme of what we do, it's like the most teeny tiny little itty bitty thing we do, right? We call people's bodies in half and put them back together. And that's legit stuff. And this filler is legit too. But on the grand scheme of things, it's kind of relax, take a deep breath, it's going to be okay. And that's that was an interesting experience. I've never had that level of interaction with this nice person. I had to just have them feel what they were trying to do. Because it was I felt it was so wrong. Whether or not our practices doing great or not great is under your business. It is our job to take care of you and we're going to take care of you and do great things for you to do our best to make your happy. Same time you have to have a reasonable understanding and just Because you're an insider, you can't use that to your advantage to manipulate us and manipulate the situation. You know what I'm saying?

Sabrina Sajan 10:06

Yeah. And then this is this story also brings me to another, you know, story about another provider patient that we had, you know, our estheticians do an amazing job. And you know, they provided a great care for our patients. So we had someone that was doing a treatment on a provider patient again, and after the treatment, I see one of our employees crying, she's she runs out of that room and she's crying.

Dr. Javad Sajan 10:34

This is the employee who is currently pregnant.

Sabrina Sajan 10:38

Yes. So she is coming out, she's crying. I'm like, What happened? Are you okay? She's super

Dr. Javad Sajan 10:44

nice. I mean, this person is the provider. The provider Sabrina is talking about is probably one of the calmest soothing, sweetest, most gentle human beings who work with us who literally is holding another child right now.

Sabrina Sajan 10:58

Yeah, so she comes out crying. And then I'm like, are you okay? She's like, Yeah, I'm fine. It was just I had a really rough interaction with one of these patients. And, you know, I don't know how it went, they were really upset at me. They told me that I don't, I don't do good services, and I'm not thorough enough. And she went on and on about how this person made her, you know, feel feel bad. And, you know, this provider of ours, she's always had great reviews, the patients love her. They love coming to her. So this is this is very unusual to for me to hear that from her that a patient didn't like her. So I told her, don't worry about it, it'll be fine. You know, you know, I'd give her some waters, you settle her down. And then I said, Don't worry about I'll take care of it. And so apparently, the, you know, that patient end up leaving and told her to stop the service right now and you're not good at your job. And then she walked out basically,

Dr. Javad Sajan 11:56

and this patient who was upset she's a high level And now he or she, I don't know what they are the details of this person, but this person is like a high level provider. Right. So their postgraduate education, you know, they take care of many people, right?

12:12

Yeah, they take they take care of any other patients as well. Don't some of our office staff go to this person? Yes.

Sabrina Sajan 12:20

So a few of our office staff go to this person for other services that this patient provides. So, you know, I swear, I'll take care of it, don't worry. And then the following day was late that night. So the following day, I give this provider a call, which is the patient, the patient provider, I give her a call. And I asked her, how everything went and you know, I heard that you didn't have a great experience and I would love to make things better and I want to hear what happened. And she's going off on one of our the employee that provided the treatment and she's said she was not thorough. She Her hair was open. I didn't feel comfortable, um, she doesn't know her job. I'm not trying to be mean or rude, but she doesn't know what she's doing. And I said to her, okay, I said, Could you explain to me what she didn't do? And, you know, she went on and on, and it was just generic stuff. And she was just upset. You know, and and I offered her I said, Would you like to see another provider and an or I said, I'm happy to give you a refund, because you do not have a good experience. And you're more than welcome to find another practice. If our practice is not a good fit for you. That's really good. You should take the refund. So then she started like, No, no, I don't want a refund. She's like, I'm provider myself. I'm so and so. And I said, Oh, okay. And I said, You know, I understand some people are not good fit for each other. And if we're not a good fit for you, you know, I'm happy to give you a refund and you can find another practice for yourself. She stopped me and she said, No, I don't want to leave your practice. Dr. Sachin is so nice. You guys are so nice. And let me tell you she's never met Dr. sashen before. But, um, I said, Okay, sure. I mean, I was like, you know, I'm happy to, you know, keep you at our practice. And, you know, I just want you to be happy, and you'd have a good experience. And so that I offered her for, you know, to get her another treatment that I completely comped. And I said, she can come and see another provider and you know, maybe that experience will go better. So then I scheduled her

for another treatment with another provider of ours. And then after that, the date I let the other providers on this, you know, this individual is a provider. Please be gentle. She had a bad experience last time and you take good care of her. Then that day comes and

Dr. Javad Sajan 14:54

you give her a hard time to this new pesto.

14:57

She doesn't show up. What

Dr. Javad Sajan 14:59

Yeah. So after all of this, this whole phone call this whole complaint making somebody pregnant cry. She doesn't show up to the free treatment that you set up for her.

Sabrina Sajan 15:09

Yes.

Dr. Javad Sajan 15:10

Did she call and give her a heads up?

Sabrina Sajan 15:11

No, nothing. I had to cancel the other providers lunchtime and switch it to another time to accommodate the time that worked best for her because she wanted to come at lunchtime. I'm guessing because she's a provider and she had that time, you know, off during the day. So she wanted to come out of her lunchtime so I had to move our employees lunch to another time so we could accommodate her which is perfectly fine. We were happy to do so. She doesn't come then providers waiting five minutes go by 10 minutes go by 15 minutes go by. We call her no answer. Guys text her and text-ed her no answer. We emailed her no answer. And then

Dr. Javad Sajan 15:49

we never hear from her. That's weird. I don't get it. You know, we love our patients. We love all of you. Thank you for being part of our practice. You know, we just highlight some of these unique stories just because They're sort of funny and

Sabrina Sajan 16:02

and then are one of our employees goes to her office. And

Dr. Javad Sajan 16:09

yeah, yeah, we're gonna leave it there. Yeah, we'll leave it there. Yeah, yeah, that's gonna be too much. So now all we can say is we love all of our patients. You guys are amazing. Thank you for being part of us. And sometimes if you give a special stories, we're going to generically share them. Alright, so the next one, oh, my goodness I guy so you know, one of the toughest roles in our company. Used to be insurance coordinator. Yes. And literally every month we had a new insurance coordinator. I had one person quit after three hours. That was a funny story.

Sabrina Sajan 16:41

When one person wants to the bathroom never came. Yeah,

Dr. Javad Sajan 16:43

yes. Insurance people are nice. We love them all the amazing people. It's been a tough role to fit. So this is I had insur-

ance coordinator who started with us nice lady. Very nice. You know, she seemed very kind and all that kind of stuff. So we hired her right service. Huh. And she's working. And then two weeks after starting her job, she starts, you know, calling out a lot. And we're like, what's going on? And then she sends us a long email, Oh, my, you know, my daughter is in the hospital, a car accident. So we're like, well, we feel bad. Okay, no problem, take your time, we'll figure it out. We'll figure things out here. You take care of your kid. And her daughter's like, you know, in our 20s, or something like that. So then, this poor employee comes to work again, and is you know, it looks really sad and depressed. And I really, we, and I really care about our staff, right? We know our staff are really kind, sweet loving people who we have the privilege of working with. And I really believe that when people work with us, they give us one of their most valuable resources, which is our time when people are at our company and Sabrina and I really try to embody this. We really want to make sure they get the most out of it. And how do we do that? Everybody who works with us has special projects for growth so they can keep learning and developing We do our best to accommodate people's schedules, and we do our best to give people a good life. Why? Because we know if people have a good life, then we will have a good life and everyone lives better, right in life. And you know, Sabrina and I have both lived in various states, right? We've lived at times where we've had no money and, and times where we have a little bit more, and the money has never changed anything, right? how much or how little you have? The biggest thing Sabrina? And I, you know, I tell me, and I've shared this with you, but not all together. And I really realized this last night, when I couldn't sleep because of this nice high quality or we have is our happiness, up or down has never been dependent on any object any items other than the quality of people in our lives and the quality of those relationships. Wouldn't you say? So? Yeah, definitely. And I think for both of us really sharing happiness or other people's happiness makes us feel better and that's why we love taking care of patients and doing our practice. Know, we'll work 8090 120 hours a week. doesn't feel like work. It feels like fun. It's our passion. Because we are at our core, both of us people pleasers, whether it's good or bad or not what we are. So anyway, so this employees there and she's crying and sad and upset. So I'm like, Okay, let's do a meeting. So we bring her in for a meeting. And I'm like, Hey, nice employee, person. And what's going on? She's like, Oh, my daughter doesn't have money for rent, and she's \$800 behind. They're going to get evicted. She's sitting in the hospital asleep. So I'm like, Okay, no problem. How can we help you like, Oh, I don't know. Nothing I can do. So then I told her, Hey, nice employee have known for two weeks. I'm happy to give you low new \$800. And then you can just pay us back like 100 bucks every couple weeks. I'm gonna call it good. And she's crying. She's so happy. She's like, oh, no one's ever offered this to me. I can't believe you're doing this for me. I'm like, no good. No worries. You know, you know, God has blessed us and you know, me and Sabrina. Thank God. We're happy with our life and If we can help you a little bit, why not right? So then they count and looks at me funny that What are you doing? I'm like, I feel bad, whatever, it's 100 bucks, you know, no big deal. And she's like, you shouldn't do this. I'm like, whatever. It's no big deal. Just help her out. So make her sign a little piece of paper that we're giving her 100 bucks, you'll pay us back 100 bucks or something like that every month. And we get with a check. And then the next day doesn't show up. And I get this email saying, Oh, I'm sorry. I'm sick. I'm coming. We're like okay, no, prompting another day. You know, maybe she got sick after getting the money. And then a day number two, the check clears. And that I'm not kinja curious check. She's deposited it in the accountants watching it. And then day number two, she's like, Oh, I'm sorry. My daughter is now coming out of the hospital. I got to help her like Okay, no problem. And then radio silence for a week. And then we email her and send her a letter like, Hey, what's going on? Are you coming to your job, we're not coming back and can I make \$100 back and she sends us a long letter, about her life, and everything is Then when she says, Oh, I'm not I used to \$800 but I need time and things are weird for me. So we're like, whatever, ignore it. Right? We just put it on the backburner and I'm like, figure out who this lady is. And we did a background check and everything she passed but I tell the I told my assistant they can you can look up our Instagram or Facebook and she like running around town having fun or what is she doing? And then she looks her up on Instagram and this nice employee, you know, just to give you a description. She's, she's a lady who has 2530 years of experience, probably you know, in her fifth or late fifth decade of life. nice lady, short lady, blonde hair. And so look up my Instagram and we find out that the day she called out sick, she was putting Instagram posts and videos of taking this bourgeois pictures. You know what those are? It's those pictures and not in like a very little seductive clothing which Yeah, booja booja pictures, some like what the heck, she took her, you know? So as I can that's, that's the site I did not want to see. And they tried to get those pictures on my head every day that I was on Instagram. But anyway, so this lady disappeared and we lost the money. But nevertheless, it was a disappointment, but doesn't change what I would do. If someone asked me would I do that again? I would say yeah, because I my intention was to help someone in need. What do you do that again? Sabrina? Definitely. It is what it is right? You wash it away. And I think this is why a lot of employers get jaded because you have amazing employees, most of them, but the ones that really stand out the ones that really you remember are people like this, you know, who are you know, I would call this lady a con artist, right? She i don't i believe she lied about whole kid situation just because she was doing she has some extracurriculars you know and if your daughter is in the hospital Are you going to be taking those bourgeois no elic it pictures, there's an add up. So anyway, she was never to be found again. And there goes the 800 hours a day. No biggie. There'll be another day. So Sabrina was our third topic.

So our third topic is employees leaving on bad terms.

Dr. Javad Sajan 23:22

Oh, we got to be careful about this one.

Sabrina Sajan 23:24

Yes, definitely. Um,

Dr. Javad Sajan 23:26

so so we are we have you know, I think we are at least 50 people that we work with now, right. Yeah. Between the between our offices, and most of them are amazing terms. Uh huh. What happens sometimes,

Sabrina Sajan 23:40

you know, sometimes people I don't know, the, you know, not saying they make up stories and stuff, but unfortunately they do. So people, you know, make up stories and say certain things and we've had employees in the past that have left on bad terms and by bad terms, we mean Not giving your notice give or giving your notice then stop showing up giving your notice and then try using all of your sick time. Not really being sick

Dr. Javad Sajan 24:11

or or basically like stealing or taking company property not returning it.

Sabrina Sajan 24:16

Yeah, we had one that before put a notice and called out sick the next day and kept saying that she was sick and then on Instagram was posting pictures at a bar.

Dr. Javad Sajan 24:27

It's ridiculous. I remember this one. Yeah, that was so so so dumb.

Sabrina Sajan 24:32

Yeah. That was not not nice. And

Dr. Javad Sajan 24:36

if you're gonna call out sick, can we just if you love our staff, you know, please, you know know that Instagram is public. Even if you have a private profile. Odds are your phone.

Sabrina Sajan 24:46

You're following someone or someone's following you from the office.

Dr. Javad Sajan 24:48

Exactly. And as much as nice and friendly. You think your friends are I can tell you now they tell us everything.

Sabrina Sajan 24:55

Yes, the word comes around and the gossip goes around. You know how that is? Yes.

Dr. Javad Sajan 24:59

Absolutely, we hear everything from here to there drinking a flight of beers, and telling us you have food poisoning the day before doesn't add up. It sure does, or at least change the date on your tag, right at least maybe a little bit creative,

25:12

but put TV tea or something. Exactly.

Dr. Javad Sajan 25:17

gotta remember that lady's picture. That was something else. Yeah.

Sabrina Sajan 25:20

Um, but yeah, we we've had, you know, I would say many, obviously a handful, you know, have employees that have left on bad terms. And it's really surprising when these individuals will leave on bad terms and, you know, not give their notice or make up lies and not show up to work and so forth. And yet somebody

Dr. Javad Sajan 25:41

who told us that they wanted to quit because they wanted to be a volunteer on the COVID frontlines. Yes. So, and basically they had an orders requirement. So and, you know, they owed us some money for other things. So we're like, you know, what, if you're going to go help COVID No problem. You can literally will wave wave stuff, we'll make it happen. Don't worry about the stuff just send us some kind of document that says you're going to go help. COVID. Right. This is a pandemic, this is not normal life right now. And then what happened after that? And they could not unfortunately provide the documentation and then we find out they're working at a hospital literally, across the street. Yes. Come on. You think we're not going to see you walk into the hospital across the street? Yeah, our something else? No, another another employee

Sabrina Sajan 26:32

definitely saw them walk into the hospital across the street from our office. The small world, okay. No,

Dr. Javad Sajan 26:39

you can't hide. No, you can't hide it in life happens, right? You know, we don't like it. Sometimes we let people go and sometimes people find different opportunities that are a better fit for them. And nobody feels bad. It's okay. You do what you got to do take care of you. We're gonna take care of us. Let's all be fair, right? When we make a commitment to someone that says, hey, we're gonna give you a paycheck every two weeks. We're giving you that paycheck. At the same time, if you make a commitment with us that hey, I'm going to give you guys so much notice. And then you want to get out of that, you know, it's not fair. Yeah, just like it's fair for us to give a paycheck, it's fair for you to work with, we know what the team and we all keep our word. And so if you haven't, something else isn't fitting for you, and someone else is going somewhere, just make it clean. And we can everyone can be

Sabrina Sajan 27:19

Yeah, there's, there's no reason to lie and to make up stories and, you know, to do whatever I mean, you know, you can you can vouch for this, but you know, how small the healthcare world is? Absolutely. I'll get

Dr. Javad Sajan 27:32

phone calls all the time on my old people. So Sabrina, what do we do with people when they leave on bad terms when we get references and mean or applications for stuff?

Sabrina Sajan 27:41

Yeah, I mean, we, you know, we, you know, we follow the law, you know, we give the information that we're required to, but, you know, I wouldn't expect anything more than that. I would say,

Dr. Javad Sajan 27:50

definitely no good reference, you know, I mean, isn't that we're not, you know, I'm going to follow the law. We're gonna follow great laws of this amazing state. But um, you know, wouldn't use me as a positive A reference about you Sabrina you give me positive reference somebody can pay rent or they pay me \$100 back

Sabrina Sajan 28:04

yeah, definitely not. Yeah so if you're gonna leave on bad terms and you know you're going to not fulfill your notice requirement or make up lies and so you know, so forth. I wouldn't put a lower on your reference list.

Dr. Javad Sajan 28:19

No, definitely not. All right, so our last topic for today

Sabrina Sajan 28:24

Yes. You know, patients that you know are overweight.

Dr. Javad Sajan 28:29

Obesity is a difficult thing, right? It's something that was I personally have struggled with. I saw that maybe you picture Yes, my kid picture so what so when I was a kid, I, you know, we came from we came from Africa to Milwaukee, Wisconsin. And so I was in public school there. And I was a big kid. I was when I was born. I was born three pounds two ounces. My mom reminds me of that. She told me I look like a little rat, but a nice cute way. Yeah. So they fed me a lot of egg yolks when I was a kid. And these egg yolks made me Big

29:00

egg yolks in whole milk, whole milk.

Dr. Javad Sajan 29:03

Yeah, half and half, like all kind of stuff. So basically I became a heavy kid I loved eating. And when I got in public school at lunchtime, so I was probably like, just so you guys know I was our house. I was probably 454 feet maybe easy. One 160 Yeah. So obese, definitely obese BMI 35 or greater, you know what it was? So at lunchtime, the way I supported my weight is I used to take, I used to love eating, and I used to take food that other people they don't like. And trade. So at lunchtime, right, you know, you pay 85 cents for your for your daily meal. That's how much it was in the 90s. And I remember at my school, it was a school in the not in the best area. You know, we didn't have much money. We're pretty poor. So it was a rough school. But um, why did

29:55

you train

Dr. Javad Sajan 29:56

so the meals were unique, they're my favorite item that I think Was chickens I don't eat pork was mock chicken like I love mock chicken lay mock chicken leg with this potato like scoop with this yellow gravy Oh is amazing. So were you the only used to give you one piece that was literally the size of a little rectangle like a piece of cheese. And I wanted more. So I used to trade at lunch so the leaner skinny kids athletic kids now me always loved ice cream and sweets. So I would trade my chocolate milk, or my orange sherbert ice cream. We got those little cups and if you remember ever having those four Mark chicken leg mashed potatoes and usually I could do like a 341 says like Hey, bro, you know, you don't want that chicken leg, get some ice cream for you. And I could do the trade. And they will give you usually give me chicken leg, but mashed potato and then whatever other side item they had. So I was like this is a great deal. And

then a lot of the thinner kids, they just didn't like it so I would just get all their food. And so I used to eat a lot, you know, wake up going up and I remember one day, Mrs. Gilbert, who was the Teaching Assistant there who taught me English I didn't know English. When I came to America. I was in a special class. She's seen me trade all this and this day was a really good day for me, right? It was like the market was flying high. I was trading up I probably had four mock chicken legs on my plate. And she comes to me like, are you doing Oh my God, I'm just eating this mock chicken legs, something like that. My broken English incoherently. And she sits me down. She's like, you know, you shouldn't be eating this much. And you're not allowed to trade food. Everybody has to eat their own. And you know, your weight could be a problem.

31:31

I guess I didn't have that problem. No, no,

Dr. Javad Sajan 31:33

no. So So I say I say the story to let people know that, you know, I really respect people who struggle with that I struggled with it for a long time and so up and down, but I try to you know, I'm really strict about my food and Sabrina really helps me with that. So, in this when we take care of our patients, we you know, we believe in safety first, right? Yeah, one of our we own two surgery centers. One of our surgery center is on the sixth floor of a building and because of restrictions, you know, there are limits on what we can do for surgery regarding weight. Correct. So I do many consults every day. And I remember, you know, I had a patient who had some medical comorbidities or medical problems and their, you know, their weight was 400 pounds. And I am doing my consultation with this really nice patient I shared with them, happy to help you with surgery, but the weight is too high, it's unsafe. And then there's these other medical problems that would restrict me from doing surgery for you. And the patient become very upset, very upset, and they basically got up, said, I am leaving. I can't believe you talk to me about weight loss and stormed out. I didn't even let me talk further stormed out or slammed my office door open. I was like oh my goodness, something else. So anyway, so then that go that's over. And then the patient you know, is unhappy and has writes bad reviews all over Google and Yelp and all I don't know where else there are probably everywhere, saying, you know, Dr. saajan. God in disabuse of a patient words, you know, doesn't like, I never use the word fat. I don't like that word of things a bad word. I was called fat so many times. So I think it's very derogatory. And basically so this patient so the doctor sighs he doesn't like fat people long story short, and I'm like, What are you talking about? You know, I myself was very heavy. I love all people. Right? And I relate with people, but I can't do surgery if it's unsafe. No. For example, at our surgery center, if there was an earthquake or fire in the patients asleep, we have to take the patient down the stairs. Yeah. So in our staff are all six lightest six flights of stairs on the sixth floor in our in our patient. You know, our staff are nice, but no more many of our staff are women. And you know, they're not you know, they're not they're not capable of lifting that much weight down down the stairs. If we have somebody who's three 400 pounds, how are we going to take them down the stairs.

Sabrina Sajan 34:00

Yeah, can you we have to, we have to literally take I guess a it's like a bed that folds or Yeah, you put the patient on there and we have to carry the patient.

34:12

Six flight of stairs. Exactly. So that's one issue. The

Dr. Javad Sajan 34:15

other is a requirement we have to be able to do it exactly is a requirement by the Department of Health and we know we get inspected all the time. Beyond that there's other safety issues when you're considering weight and surgery. And I believe many of the surgeries I do are medically necessary surgery and they need to get done. They should get done with that. Safety is always important. And you have to look at the patient as a whole. When you give someone feedback, that isn't exactly what they expect. Taking it so internally i think is sometimes wrong. If I was your doctor, and you came to me for an operation, I felt I could do it better in a more ideal situation and I share that with you. I'm not trying to be mean to be rude. I'm not trying to be judged. I'm trying to help and do the best I can. At the end of the day, the surgeries I do, are medically necessary many of them. Some of them are cosmetic also, but they are elective. elective means they are voluntary. I am not doing surgery to do a bypass on someone, so they live five more days. We are doing elective surgeries to give people a better quality of life and all these other things that are really important that I believe in with that we can't not jeopardize someone's life and safety for an elective operation. If we can make it more ideal.

Sometimes that is impossible. And there's there's exceptions to every rule. And I believe that with that, you know, I really share with people that if you get feedback on a consultation with me, that sometimes might not be what you want to hear. I can tell you that it's not what I want to say. But it's what I have to say. Yeah, when you're somebody's doctor, your goal isn't just to cut and stitch Your goal is for me I believe it's a treat the whole person when somebody comes to me for certain The question for me isn't Can I do the surgery? You know, thank God, God's grace, I can do surgeon anybody for anything. The real question, the real question, Serena is, what can I do to make this person happy? Give them a good life and contribute to them without giving them high risk? Yeah. And that's the real question, right? When you're new out of school, your goal is operate. And just try to get cases and this is not the you know, when you coming to me, you're not coming to our, you know, Rookie of the Year here, and I've done it before I know what's right, I'm gonna help you. At the same time, I have to put your safety first and sometimes I know you're not going to like it. But I may tell you something that's not ideal, but it's best for you. My goal here is not to do as many surgeries I can, I don't want to do the most I can absolutely not. But what we want to do is the best we can and that's a very important distinction. I love my patients all and without them, there's no way we would be able to do as much as we do. And because I love them so much, I will not jeopardize jeopardize Safety to do an operation period.

Sabrina Sajan 37:04

And I think this this happens often not not just with surgical patient things sometimes with non surgical patients we get this this type of behavior as well when our injector sometimes will tell, for example, lip filler patient that they do not need more filler in their lips, you know, sometimes people will come to us and their lips are already filled, they already had two three syringes in their lips and their demand they injector to put another syringe in their lips. And a lot of times the injector Will you know, say that this is not this is not the right thing for you. And we've had times and patients have gotten upset but you know, it's we're trying to do the right thing here. And you know, I would if if the provider injector whoever that is, does not feel that you're right for that procedure or treatment surgery, then you should take that positively.

Dr. Javad Sajan 37:50

Exactly. And sometimes it's better to find a different provider. Not every provider is a fit for every patient for when I get my haircut right when you get your haircut. Right, right? You oftentimes, it takes more than one to find the right person. And that's okay. And that's life, you know, you're not going to be able to touch everyone the way they want to be touched or, you know, whatever you want to say for that. But the bottom line is you want to do the best you can for the people you can serve. And that's what it's all about. What do you say so?

Sabrina Sajan 38:19

Yeah, exactly.

Dr. Javad Sajan 38:20

And, you know, you know, it's a free world out there. You want to go on Yelp and Google and whatever other site and say something mean or nasty. Do it. No one's gonna stop you and makes you feel good. Makes you feel like a big person. Go ahead. At the end of the day, we're gonna do what's right.

Sabrina Sajan 38:36

Yeah, I was just gonna say just to remember what's right. And why that provider and Doctor Doctor said that to you.

38:43

Think about it. Karma is

Dr. Javad Sajan 38:45

also a very nasty

Sabrina Sajan 38:47

sure it's,

Dr. Javad Sajan 38:48

so that was an amazing episode. So many different things that happened to anything. So Sabrina, yeah, a lot of things. Overall, I think the bottom line is we're so blessed to be able to take care of so many amazing People and sometimes the stories that stick out are the ones that are the most unique and sharing those is a lot of fun. Thanks for listening to clinic talk on the plastic surgeon podcast. Please rate and review us on Apple podcast to hear more great content.

39:14

Tune in next time for more clinic talk. We have some more great stories coming soon for my live surgeries on Snapchat and my adventures throughout the week. catch us on all social media at real doctor see app. See you

39:28

next time. Bye BAM

