

# Spa Treatment Facilities Need Protection

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Medical aesthetics is a growing and lucrative industry. According to a report by PR Newswire, the global medical spa (also known as medispa) market is projected to reach about \$27.6 billion by 2025. (1)

Though not all spas consist of medically trained professionals, various types of healthcare providers are offering spa and cosmetic services at dedicated medispas or as ancillary services in healthcare practices. Services include a wide range of procedures, from botulinum toxin injections, chemical peels, laser hair removal, microdermabrasion, liposuction, dermal fillers, skin rejuvenation, microblading, to body contouring, and more.

## Medispas vs. Day Spas - What's the Difference?

A medispa is a combination between a day spa and a medical clinic that operates under the supervision of a medical doctor - typically a doctor, plastic surgeon, or dermatologist. Unlike day spas, medical spas have the equipment and trained professionals able to treat skin issues such as pigmentation from sun damage, redness (broken capillaries and rosacea), fine lines, wrinkles, loss of volume, and even acne scarring.

## What's at Risk for Spa Treatment Facilities?

Spas and other health- and beauty-focused operations face exposures to allegations of bodily injury. These allegations could result from improper handling of equipment, improper treatment applied or applied incorrectly, improper training, and physical damage to premises and equipment. Claims typically allege some degree of bodily injury as a result of the insured's improper handling of equipment, or of using the incorrect procedure or technique.

Spa treatment facilities use sophisticated equipment, lasers, harsh chemical compounds, and injections to treat a host of dermatological issues. Common medispa treatment options such as botox and laser hair removal are medical procedures that carry a great deal of risk to clients - even when performed by experienced professionals.

For example, a 31-year-old Vancouver woman sued the owner/operator of a medispa over a burn from an allegedly "botched" laser hair removal in 2016. She claimed he was negligent in a hair removal procedure that resulted in serious burns to a tattoo on her lower abdomen. (2)

Though laser hair removal clinics are not deemed medical in nature, the owner's powerful laser equipment was labelled a class 3 medical device by Health Canada. Examples like this recent lawsuit show how claims of negligence due to improper handling of equipment can arise.

Incorrect prescreening is another factor that can result in a variety of medical issues, from burning, scarring, paralyzed muscles, hyperpigmentation, to more severe complications.

In another lawsuit out of Vancouver, a 28-year-old woman spent \$7,000 on a laser hair removal procedure that left nickel-sized scarring on her legs. Her statement of claim alleges the technician failed to assess her skin type to determine the appropriate intensity and duration of energy that could be administered during hair removal, and that the technician failed to respond to the woman's complaints about pain. (3)

Working with powerful equipment and harsh procedures always comes with risk, even for the most reputable spas. Focusing on educating clients and building trust in doctor-client relationships are both great ways to ensure each client is aware of the risks associated with medispa procedures.

## **The MedThree Advantage**

If you are a broker looking for tailored coverage and advice for spa treatment facilities, MedThree Insurance can help. Our deep expertise in underwriting Canada's healthcare sector makes it easy for brokers to find the right coverage their clients need to safeguard their organizations. Visit our [website](#) to learn more about our tailored insurance products.

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Sources:

1. <https://www.prnewswire.com/news-releases/global-medical-spa-market-expected-to-reach-27-566-million-by-2025-says-allied-market-research-817988377.html>
2. <https://www.cbc.ca/news/canada/british-columbia/hair-removal-laser-tattoo-burn-lawsuit-silky-laser-doctor-1.3588769>
3. <https://www.cbc.ca/news/canada/british-columbia/laser-hair-removal-injury-vancouver-1.5364277>