

I struggled with acne for many years. I started developing acne around the age of 16 and it gradually became more severe through my late teens. I was diagnosed with severe cystic acne. I had large, painful cysts that would swell under my skin and develop in clusters on my forehead, my smile lines, and my chin. I was embarrassed for a long time. I was constantly worried about how I physically appeared to others and if people were judging me.

All the make-up in the world couldn't cover up this acne. It was also extremely painful. The cysts hurt without even touching my face. On top of that, I had combination skin. This means I had massive cystic acne all over my face as well as patches of dry, peeling skin. Try adding lots of lotion to help dry, peeling skin while you have cystic acne: it's an absolute disaster. I tried pretty much every OTC product that existed in stores as well as advertised lines like proactive and other customized skin care lines. Nothing seemed to help my skin.

I finally went to see a dermatologist, who unfortunately didn't really take my concerns seriously and placed me on an antibiotic that can sometimes be effective for some types of acne, but not my type. I also developed some unwanted, unpleasant side effects from this antibiotic. When I went back to try and explain what I was experiencing and the medication's lack of effectiveness, it seemed as if there was no compassion to act and help me in a prompt manner. I felt defeated.

But then I found Diana Fairfax. I can still remember my first appointment. She sat there actively listening to all my concerns, validating them, and showing compassion for how my acne was affecting my life. She promised to do whatever it took to help me resolve my cystic acne and she absolutely delivered on that promise. In order to "cure" my severe cystic acne, I required two 6-month treatments taking an oral medication called isotretinoin (ie., accutane, amnesteem). This is a very intense medication that has many side effects as well as many requirements in order to be prescribed and receive the drug. However, Diana made every step of the way effortless and worry free. She explained all of the potential side effects, ensured I had proper lab work completed each month, and monitored me closely.

Although it required a lot of steps and monitoring and took some time, it was completely worth it. I don't know where I'd be today without Diana. She is one of the most caring, compassionate health care workers I have ever met. She will do anything to help you and sincerely cares about your well being. I am still her patient and continue to follow-up with her to keep my skin clear and acne free. I would recommend her to absolutely anyone."

*-Katelyn Cummings, patient*