

# Twin City Plastic Surgery: Hometown Pride & Practice



*Twin City Plastic Surgery staff pictured in their office (clockwise Left – Right)*

*Kate Vogel – Business Office Coordinator, Kim Stephens – Receptionist, Emily Trefzger Campos – Aesthetician & Laser Tech, Rita Dempsey – Office Manager & Patient Coordinator, Kaley Trost – Medical Office Assistant, Deanna Meyer – Registered Nurse, Dr. Chad Tattini, Dr. Laura Randolph*

The day Twin City Plastic Surgery opened its doors, tornado sirens sent most of the building's occupants scurrying to the basement. Inside the area's newest reconstructive and cosmetic plastic surgery office, Office Manager and Patient Coordinator Rita Dempsey steadily worked at her desk, oblivious to the commotion. Offsite, Dr. Laura Randolph was a mere twenty-four hours away from welcoming her first baby. Onsite, Dr. Chad Tattini calmly finished an initial patient consult before

dashing to his wife's side in time for the birth of their third child.

Seven years ago, this medical practice began in a whirlwind and hasn't slowed down since. From the rigors of medical school and board certification to starting their careers in their own hometowns to the juggling act of working and raising families, both Dr. Randolph and Dr. Tattini accepted the challenges and never looked back. Each graduated from local high schools and Illinois Wesleyan University before at-

tending Loyola University. Dr. Randolph remained at Loyola for her residency, while Dr. Tattini proceeded to Brown University.

## **Balancing Family and Work**

"It's gratifying and rewarding to grow with a medical practice and with my family," said Dr. Randolph, who has three children with husband Dr. Jerome Oakey, an orthopedic surgeon at McLean County Orthopedics. "I don't know if a perfect life-work balance exists

and if it does, it's different for every woman. I'm constantly striving to feel like I'm in balance and it varies one week to the next. Sometimes work is the focus and sometimes I pull back the reins to focus on my family – as every mom has to do whether or not she works outside of the home."

Dr. Tattini also finds balance in the partnership he enjoys with his wife Trisha who, as a nurse, helped get the plastic surgery practice off the ground. Entering into a private practice has allowed him to control his schedule to spend more time with his wife and three children despite a heavy workload. "People often ask how I can work seventy hour work weeks," said Dr. Tattini. "Logging 120 hours a week during my residency, provided good training. It made me stronger and able to appreciate these times."

### **Plastic Surgery: Emotionally and Physically Uplifting**

Although people might have one understanding of the term plastic surgery, it is actually divided into three areas: reconstructive, cosmetic/ aesthetic, and hand. Additional training as a plastic surgeon prepares doctors to operate on any part of the body. Dr. Tattini embraces the challenge. "It's a fast-paced technology-driven field that is ever changing," he said. "So the way I do a facelift today could be completely different from the way I do it in five years. I like operating from head to toe; It's always interesting."

Dr. Randolph chose to practice plastic surgery as a hands-on way to directly affect patients' lives in a positive way. "It's more about helping patients feel good about

improving themselves than vanity," she said.

Two years into her residency in general surgery, she completed a rotation in plastic surgery. Through that experience, Dr. Randolph realized that reconstructive and cosmetic surgery could help her positively impact a patient's well-being emotionally, not just physically. "It's a vast, interesting field and we are able to give back with reconstruction in a way that other specialties can't," said Dr. Randolph.

For both doctors, giving back extends beyond their office doors. Dr. Randolph is active with several charities in addition to her work at Illinois Wesleyan, where she mentors women through internships to help make the same impact that she enjoyed as a student.

A Top 20 Under 40 award winner for his volunteer activities, Dr. Tattini focuses his efforts on his family and the Make-A-Wish Foundation, starting the annual fundraising event Celebrity Sing for Wishes with his wife in 2008. The generosity runs in his family. His son, Tanner, won the "Kohl's Kids Who Care" national award for his children's book, Wishes A-Z, and the family received the Make-A-Wish Family of the Year Award for their collective efforts. "It helps to appreciate how good we've got it and how good it feels to help others," said Dr. Tattini.

### **The Doctor's Desk: A Legacy of Care**

The professional, yet personable relationship among the staff naturally enhances patient care and comfort at the practice. It shows in the little things (that matter in a big way), from welcoming smiles



*(above) Dr. Laura Randolph and her father's "daily worker".*

*(below) Dr. Chad Tattini conducting a patient consultation.*



to accommodating schedules, detailing costs, and explaining each stage of a procedure to patients.

Exceptional care is a philosophy that infuses their practice. Inspired by her father, Dr. John Randolph, an ophthalmologist at Gailey Eye Clinic, Dr. Randolph always knew she wanted to return to the Bloomington-Normal area and its close, inviting medical community. She began her career just as her father retired from Gailey Eye Clinic, allowing him to pass the torch – or in this case, his desk.

When moving crews delivered the “daily worker” — the nickname her father had given to his desk — to her office, Dr. Randolph sat down and looked for the Life Savers he had always kept in a drawer and remembered the photos of herself, her sister Julie, and her mother Margaret he had displayed on the desk top. Even more than the memories of his desk, his care for each patient, regardless of economic or social status, stays with Dr. Randolph, a tangible legacy to the philosophy she and Dr. Tattini continue today.

Dr. Tattini also enjoys working in the twin city area because of the proximity to his relatives and reacquainting with friends from his days as a student. “It’s gratifying to see teachers, principals, friends’ parents, guidance counselors and coaches who I looked up to and were mentors to me,” he said. “It’s an honor to have them come in or send a family member here.”

### **Realistic Expectations**

Dr. Tattini and Dr. Randolph are honest and forthright when managing patients’ expectations as well. Society is bombarded with TV shows and ads portraying the “perfect” figure, which can leave many men and women feeling less than adequate, affecting their body image and leaving them wanting an unrealistic change, according to Dr. Randolph. A big part of a plastic surgeon’s job is to



*Office Manager & Patient Coordinator Rita Dempsey reviewing paperwork with a patient.*

communicate with patients and arrive at a common understanding. Dr. Randolph enjoys meeting the challenge. “I spend a lot of time making sure we’re on the same page,” she says. “A patient may want to look like a certain celebrity, but everyone has different body, tissue and frame.”

In addition, not every patient is a good candidate for elective surgery, emotionally or physically. Sometimes, the answer is no. “It’s so cliché,” explains Dr. Tattini, “but honesty is the best policy. Three months into my practice, a woman came in and wanted her D-cup breasts enlarged. I had to be honest and tell her I didn’t recommend it. She looked shocked, but later referred others to me. I think she appreciated the fact that I didn’t put my best interest first.”

Yet, most patients aren’t looking for stereotypical results like they’d see in Hollywood or Las Vegas, according to Dr. Randolph. “I believe those in our area are well-grounded in reality, not too showy or noticeable,” she says. “We’re more conservative than in a large urban city. Sometimes, though, we need to spend more time explaining so they understand what we can deliver.”

Surprisingly, the desired results can often be achieved through less invasive cutting-edge procedures than one might expect, which is why the doctors offer services through an on-site medical spa. Twin City Plastic Surgery

opened Oasis Medical Spa & Wellness to provide the highest standards of holistic professional care under medical supervision by plastic surgeons with extensive training in all parts of the body. A variety of products, such as effective skin care lines and cosmetics, and services, like spider vein removal, cosmetic injections, laser hair reduction and microdermabrasion, allow patients to determine if they still want or need surgical corrections. These services can also be a good way to prepare for and maintain surgical results.

At Twin City Plastic Surgery, the comprehensive, compassionate and experienced team help make patients more comfortable before, during and after their visit. Doctors Laura Randolph and Chad Tattini knew that coming home to start a private practice would create a whirlwind of activity, but the past seven bustling years have added value to their patients’ lives and made their business a success.

*For more information about Twin City Plastic Surgery, go to [www.twincityplasticsurgery.com](http://www.twincityplasticsurgery.com) or contact Rita Dempsey, Office Manager and Patient Coordinator, (309) 662-6772; [rdempsey@twincityplasticsurgery.com](mailto:rdempsey@twincityplasticsurgery.com).*

**By Jen Sinclair Johnson**