



## Dedicated Patient Staff Companion During Operating Days

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## Why Dedicated Patient Companion?

- These procedures were developed in-house among optometrists, ophthalmic trainees, clinical ophthalmic assistants and support personnel.
- The presentation is describing
  - procedures and related protocols,
  - involving pre-operative communication with the patient
  - to emphasize that a single person will accompany him/her during the operation day and
  - a dedicated person from our staff will be sole escort responsible for preparation, readiness and strengthen of post-operative compliance.



## A Comparison

### No Patient Escort

- Patients were feeling insecure during the operation day,
- Relatives crowding,
- Increased postoperative telephone consultation (po instructions, f/u visits),
- Reduce postoperative compliance (appearance for f/u).

### Patient Escorted

- Improved patient satisfaction,
- Enhanced psychology,
- Improved flow during the operation day,
- Increasing surgical readiness,
- Easier patient feedback-form submission (fill-out of anonymous questionnaires).



## Protocols: These protocols are followed during operating days, filled out by the Optometrist-in-charge by hand

Calceat Patient Escorting Protocol	LASIKAthens Protocol Patient Escorting Protocol
<p>1. The patient is escorted to the operating room by the patient's family member or friend who will remain with the patient until the patient is discharged from the operating room.</p> <p>2. The escorting staff member will remain with the patient until the patient is discharged from the operating room.</p> <p>3. The escorting staff member will remain with the patient until the patient is discharged from the operating room.</p> <p>4. The escorting staff member will remain with the patient until the patient is discharged from the operating room.</p> <p>5. The escorting staff member will remain with the patient until the patient is discharged from the operating room.</p> <p>6. The escorting staff member will remain with the patient until the patient is discharged from the operating room.</p> <p>7. The escorting staff member will remain with the patient until the patient is discharged from the operating room.</p> <p>8. 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## Implementation



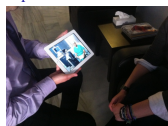
Documenting: Reading and signing the "Informed Consent"



Preparing patient with OR clothing



Handling the postop instructions & drops



postop instructions video on iPad



## Conclusions

- ✓ Improved patient satisfaction,
- ✓ enhanced psychology, better compliance and overall recovery have been noted as a result of the dedicated escort policy.
- ✓ Improved flow during the operation day,
- ✓ increased surgical readiness,
- ✓ patient feedback through anonymous questionnaires,
- ✓ increased postoperative compliance (appearance for follow-up) and increased rate of reference by the patients.

