The Turn-Key Low Vision Exam
Exam Protocol

INTERNATIONAL VISION EXPO EAST
Seminar # 2219

March 27, 2009

COPE #24070-LV
CLINICAL TIPS, PEARLS & TECHNIQUES

Prepare for these segments of the Low Vision examination:

- Pre-Examination
- Examination
- Post-Examination
PRE-EXAMINATION
What to do before the telephone rings:

- **Scheduling:**
  - Use “slow” times
  - Block out ½ or a full day
  - Specify the service requested
  - Don’t over-book
  - Triage or Pre-qualify patients
PRE-EXAMINATION
What to do before the telephone rings:

- Understand insurance coverage:
  - Medicare… deductibles & co-pays
  - Private (Blues, UH, Humana)
  - VSP (pre-approval)
  - State Blind Services
PRE-EXAMINATION
What to do before the telephone rings:

- Hiring Staff: Characteristics & Qualities
  > Love the elderly
  > Patient
  > Detail oriented
  > Mature
  > Clinically competent
  > Multi-tasking
PRE-EXAMINATION
What to do before the telephone rings:

- **Staff Training:**
  > Understand the low vision patient
  > Learn the language
  > Ability to answer questions
  > Know the process
  > Telephone etiquette
  > Meet & greet
  > Clinical procedures
PRE-EXAMINATION
What to do before the telephone rings:

- **Equipment requirements:**
  - Basics
  - Specialized testing
  - Low vision aids
  - Optical
  - Non-optical
  - Electronic
  - Filters
EQUIPMENT NEEDS, THE BASICS
THE BASICS, continued
EQUIPMENT NEEDS, SPECIALIZED
EQUIPMENT NEEDS, SPECIALIZED
PRE-EXAMINATION
What to do before the telephone rings:

- **Space requirements:**
  - Reception / Waiting
  - Examination room
  - Technology and Demonstration room
  - Dispensing area
OFFICE SPACE
DISPENSING AND WAITING AREAS
OFFICE SPACE
TECHNOLOGY AND TRAINING AREA
PRE-EXAMINATION
What to do before the telephone rings:

- Forms and Documents use LARGE print
  - Review of Systems
  - Wish list
  - VFQ-25
  - Welcome to our office Demographics
  - Insurance
  - HIPPA
PRE-EXAMINATION
What to do when the telephone rings:

- **Greetings:**
  > Don’t rush
  > Determine reason for visit
  > Get demographic data
  > Offer “2” appointment alternatives

- **Explain:**
  > What will happen and time required
  > Forms will be mailed and returned
  > What to bring on examination day
PRE-EXAMINATION
What to do the day before the examination:

- Prepare the patient’s chart
- Confirm the appointment time and date
- Verify insurance coverage
PRE-EXAMINATION
What to do when the patient arrives:

- Meet and greet
- Put the patient at ease, they will be nervous
- Assist in completing all forms and documents
- Be on-time patients will arrive early
EXAMINATION

History

- Problem focused
- Review wish list
- “Your efforts revolve around the goals”
EXAMINATION
Pre-Testing

- Low vision exam
- Comprehensive examination
EXAMINATION
Visual Acuity

- Variety
- Types
- Illumination
EXAMINATION
Motility & Binocularity

- Rationale and importance
- Various tests
EXAMINATION

Refraction

- Alternative procedures:
  - trial frame
- Use of JCC
- Use of 2.2X FD telescope
EXAMINATION
Low Vision Aid Selection

- Magnification determination
- Choice of aids
- Proper demonstration of aids
MAGNIFICATION DETERMINATION

- Desired Task: Read Newsprint
- BVA: 20/200
- Required VA: 20/40
- Calculation: \( \frac{200}{40} = 5X \)
Rx AIDS THAT WORK
Rx AIDS THAT WORK
Rx AIDS THAT WORK
EXAMINATION
Visual Field

- Availability
- Applicability
- Types of tests
EXAMINATION
Eccentric Viewing

- Importance
- Usage
- Simple example
POST-EXAMINATION
Case Presentation

- Review goals
- Explain solutions to meet goals, solve problems and satisfy needs
- Prescribe multiple aids
- Talk about value and increase in ADL’s
- Discuss duplicate aids for essential tasks
- Present costs as a investment
- Give payment options
- Leave time for questions
Quick Summary

- None of the office procedures are difficult…just different
- Providing Low Vision Care is enjoyable, beneficial and profitable
- In most cases we are only manipulating three variables
  > Contrast / glare
  > Magnification
  > Patient training
- **You can do it!**
You Can Do A Low Vision Examination

QUESTIONS?

michael@drpolitzer.com