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Pacific University College of Optometry patient education videotape

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Pacific University College of Optometry patient education videotape

Abstract
The patient waiting for an exam in a waiting room of Pacific's Optometry Clinics is in many ways left adrift. Currently, they are asked to fill out pre-exam paperwork and then are left to read an assortment of magazines. Many of these patients may have questions about the treatment they are about to receive. This may be their first eye appointment, in which case they have no idea what to expect. Some may have received care from other practitioners, but wonder how an exam by an optometrist and/or at a teaching institution will differ from what they are used to. In addition, most patients are not familiar with the full scope of optometric services available. They (or someone they know) may be experiencing symptoms which they have felt were either beyond help or outside the realm of optometry. The time spent waiting should be taken better advantage of, both for their as well as Pacific’s benefit. This is a golden opportunity to educate them by turning the "waiting room" into a "patient education room." This can lead only to an enhanced image for the profession and this institution, which will lead to an increased level and coverage of care within the populace. At the same time, this should enhance clinic patient loads. Viewers of the Pacific University College of Optometry Patient Education Videotape will develop an understanding of where optometry falls within the spectrum of eye care services, the scope of optometric care, what to expect during their exam and what Pacific Optometry has to offer them (and other potential patients they may know of) in terms of services and locations. A final subject area to be covered includes education on some of the rights of the vision care patient. The videotape uses language accessible to the average high school-aged layman and is short enough (18 minutes) that many patients will be able to view it in its entirety. The video was developed solely for use in Pacific Optometry clinic waiting rooms.

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PACIFIC UNIVERSITY COLLEGE OF OPTOMETRY
PATIENT EDUCATION VIDEOTAPE

By

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A thesis submitted to the faculty of the
College of Optometry
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signature page
The author graduated with a bachelor of arts degree (cum laude) in German and Sociology from Dartmouth College. Not wishing to return to his hometown of Coos Bay, Oregon, to ponder his future, he joined the Coast Guard. While learning to count frozen fish and drive a ship in the Bering Sea, he pondered his future. While in Puerto Rico coordinating search and rescue efforts, trying to hold water in a sieve (drug interdiction), fending off 'their tired, their poor' (Dominican Republic boat people) and riding out Hurricane Hugo, he pondered his future. Without complaint against the Coast Guard, he saw that his future did not lie in that direction. Rather, it lies with the Navy, who graciously committed to fund his optometric education. So now the future begins in Bethesda, Maryland, at the Medical Center to the political illuminati. Do you suppose there are any vision problems there?

A word of advice to future optometry students: double- and triple-check National Board exam dates. And when you're absolutely sure about them, discuss the dates with your classmates. A second word of advice: military scholarships are a sweet and relatively painless way to pay for school.
ABSTRACT

The patient waiting for an exam in a waiting room of Pacific’s Optometry Clinics is in many ways left adrift. Currently, they are asked to fill out pre-exam paperwork and then are left to read an assortment of magazines. Many of these patients may have questions about the treatment they are about to receive. This may be their first eye appointment, in which case they have no idea what to expect. Some may have received care from other practitioners, but wonder how an exam by an optometrist and/or at a teaching institution will differ from what they are used to.

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The time spent waiting should be taken better advantage of, both for their as well as Pacific’s benefit. This is a golden opportunity to educate them by turning the "waiting room" into a "patient education room." This can lead only to an enhanced image for the profession and this institution, which will lead to an increased level and coverage of care within the populace. At the same time, this should enhance clinic patient loads.

Viewers of the Pacific University College of Optometry Patient Education Videotape will develop an understanding of where optometry falls within the spectrum of eye care services, the scope of optometric care, what to expect during their exam and what Pacific Optometry has to offer them (and other potential patients they may know of) in terms of services and locations. A final subject area to be covered includes education on some of the rights of the vision care patient. The videotape uses language accessible to the average high school-aged layman and is short enough (18 minutes) that many patients will be able to view it in its entirety. The video was developed solely for use in Pacific Optometry clinic waiting rooms.
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SCRIPT OUTLINE

I. Welcome!

II. Mission

III. Definitions:
   A. Optician
   B. Ophthalmologist
   C. Optometrist

IV. Scope of Services:
   A. Refraction
      1. Dispensary Services
      2. Contact Lens Services
   B. Disease
      1. Types
      2. Tx Modalities
      3. Systemic Conditions - Co-manage
   C. Low Vision
   D. Pediatric
   E. Vision Therapy/Performance Vision

V. What to Expect
   A. Those present
   B. CVE
      1. Case History
         a. pre-exam form
         b. Intern follow-up
      2. Entrance Skills
      3. Refraction - phoropter
      4. Health Check
         a. IOP
         b. Ophthalmoscopy
         c. Drops
            i. Anaesthetics
            ii. Mydriatics
            iii. fluorescein
VI. Sites: PUCO, Downtown, SE, NE
   A. Virginia Garcia
   B. Laser Vision Center
   C. Eye Surgery Center
   D. WA State School for the Blind
   E. Screenings
   F. Translation

VII. Fees and Insurance
   A. Sliding Scale - basis for determination
   B. Insurance plans

VIII. Patient's Rights
   A. Answer all questions
   B. Informed Consent
   C. Confidentiality
   D. Copy of spectacle Rx
   E. Second Opinion
   F. Address grievances

IX. Thank You!
I. Welcome to Pacific University's vision clinic! We appreciate your having selected us for your vision care needs.

We have prepared this videotape to inform you about our profession and our clinics. Topics to be covered include:

- Our Mission Statement
- Descriptions of Eye Care Professions
- Types of Services Provided by Optometrists
- What to Expect During Your Vision Examination
- Pacific University Clinic Locations
- Fees and Insurance
- and Patient's Rights
II. The Pacific University Family Vision Centers serve as state-of-the-art facilities for students to fulfill the vision and eye care needs of the public through instruction, by embracing the full scope of contemporary optometric and visual science, clinical experience, and research. Family Vision Center staff assist in this educational process by professionally and compassionately coordinating the provision of vision care services by optometry students for all patients.
III. Regarding Optometry, a question often asked is, "What is the difference between an Optometrist and other people who examine eyes?" In the United States there are three types of eye care providers. These are: Opticians, Ophthalmologists and Optometrists.

A. Opticians make glasses and make sure they fit well. They also sometimes modify contact lenses. When supervised by a licensed Ophthalmologist or Optometrist, opticians may perform tests to assess the power of the eyes, as well. Their training may be on-the-job only, or can include a two year course of college level studies. No license is required to be an optician.

B. An Ophthalmologist has completed four years of medical school studying the body, how it works and disease processes. This is followed by three years specializing in study of the eye, with an emphasis on disease processes and surgical procedures. Ophthalmologists must have a license granted by an individual state to provide their services in that state.

C. Optometrists also treat eye diseases, but do not perform surgery. Optometrists provide a wide variety of other vision care services, as well. These include refraction (or finding the power of the eyes), low vision services, pediatric care and vision therapy. An Optometrist gains the title Doctor of Optometry after four years of study concentrating on visual function, anatomy and diseases. Like Ophthalmologists, Optometrists must have a state license. The remainder of this video expands on the expertise Optometrists have to offer the vision care patient.
IV. A. The area most associated with optometry is refraction (or assessment of the power of the eye.) No one is as highly trained in this area as your optometrist. We ensure that each of your eyes sees as clearly as possible. In addition, optometry is the only profession which assesses how well your eyes work together for a wide variety of distances and tasks. We determine whether corrective lenses or other treatments are appropriate for you. If you are in need of corrective lenses, our dispensaries are fully-equipped to meet your needs.

1. Pacific has dispensaries located in all of our clinics. Our dispensaries carry a wide selection of glasses, including the latest fashion frames, at competitive prices. We can supply you with single vision glasses, bifocals and trifocals as well as the popular progressive add (or no-line) bifocals. We offer a wide variety of tints and coatings for your glasses. We also carry sunglasses and protective eyewear for occupational as well as recreational needs, many of which can be fit with prescription lenses. Our opticians are also glad to perform adjustments and repairs to your current glasses. You might be surprised to know that a simple adjustment to your frame can literally eliminate a lot of headaches, especially if you wear a strong prescription. Once you order glasses, there is usually a 7 to 10 day waiting period. Specialty glasses can take longer and rush service is available in some cases.

2. Our contact lens clinic is on the cutting edge of the industry. We use the latest technology to help us find the best contact lens fit for you. We offer disposable lenses and planned replacement lenses, as well as those used for longer periods. We have contacts which correct for astigmatism as well as bifocal contact lens options. We provide soft and rigid lenses for daily wear or extended wear. Other specialty contact lenses include colored contacts and those appropriate for wear either following or as an alternative to corneal surgery to improve your vision.

B. Optometry is also highly involved in the assessment and treatment of diseases and injuries. These include infection, blocked tear ducts, dry eye, glaucoma, foreign-bodies, cataracts, conjunctivitis and many others. Treatment options include topical medications such as drops or ointment as well as non-invasive procedures such as tear duct dilation, laser procedures and foreign body removal.

There are some general health conditions which have ocular symptoms. Optometrists are often the first to detect these conditions and can work with other doctors to treat them. Examples include cancer, diabetes and high blood pressure.

C. You (or someone you know) may be certified legally blind or as having low vision. Such conditions can lead to loss of independence and a sense of frustration. Many are surprised to learn that optometrists can improve the vision of many of these people. There are many cases where people have lost hope of having functional vision, but have regained this hope after a visit to an optometrist specializing in low vision treatment. In addition, some people previously diagnosed as totally blind can be helped by such aids as lighting and marking tools, optical devices and electronic devices. Through the use of low vision aids, independence of lifestyle can be maximized.

D. Proper eye care for infants and toddlers is often overlooked by parents. Many may be surprised to learn that the American Optometric Association recommends a vision exam for infants by 6 months of age. While the procedures used in a pediatric exam differ from those used for older patients, the same aspects of vision and ocular health are thoroughly assessed. While crossed eyes may be obvious to parents, there are other conditions which are not. These include lazy eye (or amblyopia), high amounts of near- or far-sightedness and even tumors.
In many cases, early diagnosis and treatment of such conditions is imperative to allow normal visual development. For example, giving glasses to a child who is very far-sighted allows him to focus more easily on close objects and may open the way for interest in reading and drawing. Vision difficulties in small children are often treated with glasses and vision therapy.

E. There is more to vision than simply being able to read the small letters on the eye chart. Good visual performance includes efficient eye movements, quick changes of focus for different distances, accurate aiming of the eyes as a team and correctly judging size, shape and distance. Optometrists specializing in vision therapy provide treatment based on the knowledge that efficient vision is learned and, therefore, trainable. Symptoms indicating a need for vision therapy may be as dramatic as a crossed eye or double vision. They may also be as subtle as minor discomfort with reading or difficulty hitting a tennis ball. In addition, those who are able to function at average levels and without discomfort can use vision therapy to raise their level of performance to above-average. Professional athletes have improved their performance through vision therapy programs in our clinics. Optometrists specializing in vision therapy help patients of all ages develop visual skills necessary for school, job, athletic and social success.
V. Your vision care will be provided by an intern who has had a minimum of five years of college training. The intern will be supervised by a licensed doctor of optometry. Our attending doctors are selected for being exceptional in their profession. In some cases, additional interns may be present as observers during your exam. Observation is an important part of our educational process. However, if you are uncomfortable with the number of people present, alternate arrangements will be made.

A. The comprehensive vision exam has four parts. Initially, the intern will discuss your case with you. This will include your feelings about your vision and ocular health, some of your medical history and goals you have for your vision. Be assured that all questions asked are pertinent to your vision and ocular health. There are diseases or conditions which tend to "run in families" and many of these affect your eyes. The pre-history form you have filled out will help to speed this along. Be sure to fill out both sides of the sheet!

B. Secondly, the intern will perform entrance tests, which include your viewing the familiar eye chart. The exam will also include a refraction, which helps determine what power of glasses you might need. This will usually be done using a phoropter, which is a collection of lenses through which you will be asked to look. Using the phoropter, there will be a series of tests during which you will be asked to decide which of two choices is better. Sometimes, the answer might be, "Neither." There will not always be a noticeable difference. Other options, such as loose lenses, are available. You may see a number of other machines during this portion of your exam. These include the keratometer, which measures the curvature of the front of your eye and the autorefractor, which is one way of measuring the power of your eye.

C. During the final part of a usual exam, we will assess the health of your eyes. We do this using a microscope, some lenses and ophthalmoscopes. Ophthalmoscopes are instruments which use bright lights to help get a good look at different parts of your eyes. As a screening test for glaucoma, we will assess the pressure inside your eye using a tonometer. During this test you can expect either a blue light or a puff of air.

D. You may know that we use eyedrops during the exam. These commonly include anesthetics, which both numb the eyes and speed the effects of drops given later. In addition, drops are used to dilate, or enlarge, the pupil so we can see the entire inside of your eye to look for disease or abnormalities. Dilating drops will make you light-sensitive for about six hours and you may experience blurry vision during this time. Most patients find it helpful to wear sunglasses until their pupils return to normal size. If you don't have sunglasses with you, we have disposable sunglasses we will provide for your comfort.
VI. Pacific Vision Clinics desire to serve the people of the entire Portland metropolitan area. To accomplish this, we offer several locations throughout the area. These include clinics in Forest Grove, downtown Portland, southeast Portland and northeast Portland. We also operate a number of specialty clinics.

A. The Virginia Garcia Clinics, located in Cornelius and McMinnville, serve primarily a Spanish-speaking population. Patients here are served either by Spanish-speaking interns or through interpreters.

B. The Laser Vision Center offers a variety of laser services. These are aimed at treatment of glaucoma, diabetes, and hypertension. In addition, we have an Excimer Laser, with which correction of near-sightedness can be accomplished using the photorefractive keratectomy, or PRK, procedure.

C. The Pediatric Strabismus Referral Center serves those with turned eyes for whom other solutions (for example vision therapy) are not appropriate or enough.

D. Pacific maintains a clinic at the Washington State School for the Blind in Vancouver, Washington. Students here who are not completely blind can benefit from the use of various low vision devices.

E. Family Vision Centers also conduct free vision screenings. In-house screenings are performed in our clinics and require an appointment and about thirty minutes to complete. Screenings involve a brief consideration of visual clarity, eye health and eye coordination, but do not take the place of a complete vision examination. Problems noted here will be used to determine if referral for more complete care is appropriate. Screenings are also held at various sites, including schools, nursing homes and shopping malls. Please ask us how to arrange screenings for your group.

F. As mentioned above, we serve Spanish-speaking patients through the use of either Spanish-speaking interns or translators. In cases where patients do not speak English, we encourage them to bring a translator, perhaps a family member or friend. When this is not possible, other arrangements can be made. We routinely serve patients who speak only Russian or Viet Namese and are often able to find translators for patients who speak many other languages, as well.

G. For information on exact locations, operating hours and how to make appointments at any of our clinics, contact a staff member in the reception office of this clinic.
VII. A sliding fee scale is available at the Family Vision Centers based on individual or family income. Please contact the office of this clinic for more information.

Family Vision Centers are on the panels of many vision care plans. Each of these plans provides varying degrees of coverage in terms of the exam, glasses and other services. Please contact the office of this clinic for more information.
VIII. So that you know you are treated in a considerate, dignified and respectful manner, we encourage you to know your rights as a patient. Here are a few of those especially important in our clinical setting. You have the right to receive answers to your questions at any time during your examination. Under the doctrine of informed consent, you should be fully informed in advance what tests are going to be done. If you don’t want to have a test done, you may refuse that treatment at any time. In this case, we may ask you to sign a waiver indicating you have refused a particular procedure. You have the right to expect results from your examination to be kept confidential. In no instance should anyone not directly involved in your care be provided details of your case without your permission. You have the right to be advised of all current information concerning your case. This includes receiving a written prescription for glasses, should you need them. In every case, your desire to seek other opinions concerning your case will be respected. This includes the release of our findings to other doctors with your written consent.

If you feel you have been treated poorly in any way, we encourage you to tell your intern on the spot. If for any reason this is not possible or satisfactory, please talk to the attending doctor, who will always be available to you. We promise to look into your concerns and respond to them quickly and completely.
IX. Thank you for taking the time to view this video presentation. We hope we have answered questions you may have had about our profession and clinics and about the exam you are about to experience. In addition, we hope you now find yourself better prepared to take advantage of what our profession has to offer. Finally, thank you for selecting Pacific University Family Vision Center. We look forward to thoroughly meeting your vision care needs.