



ASCRS
BUSINESS *of* REFRACTIVE
CATARACT SURGERY
— SUMMIT —

Forms, Checklists, and Videos For
a World Class Advanced Implant Journey



What's In Your Toolbox?

Ensure that all necessary tools are readily available in your toolbox. Consider it similar to Batman's utility belt, where every tool you require is easily accessible for those who need them.



The Elective IOL Patient Experience Cycle




- Scripting
 - Scheduling the Cataract Evaluation
 - Inform patient about pre-visit call/video/education
 - Provide the patient with details of the process, workflow, and expectations associated with the cataract evaluation appointment
- Role Playing
 - Staff training is essential to ensure that everyone has a shared understanding and conveys a consistent message.

The Elective IOL Patient Experience Cycle



Pre-Visit Step

- Pre-Visit Call Scripting
 - Video
 - Information/Lifestyle Questionnaire
 - Website
 - Events
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The Elective IOL Patient Experience Cycle



Greeting

- Team Culture - Includes the essential, frequently overlooked beliefs and values that influence how all members of your practice interact with each other and engage with patients.
- Patient Experience - Encompasses all interactions that shape how patients perceive their care throughout the entire process.
 - 5 Elements of Patient Experience
 - Caring, Listening, Explaining, Teamwork & Efficiency

The Elective IOL Patient Experience Cycle



- Diagnostics
 - Description of the test: Clarifying what the test entails.
 - Reason for the test: Outlining the rationale behind performing the test.
 - Results interpretation: Discussing the outcomes and their implications.
- Covered vs Non-Covered – ABN's if charging the patient

The Elective IOL Patient Experience Cycle



- Treatment Plan based on Diagnostics, Exam & Discussion
 - Package Review & Recommendation
 - Risks & Benefits
 - Informed Consent
 - Eyedrop regime & instructions (injection, combo drop, multiple drops)

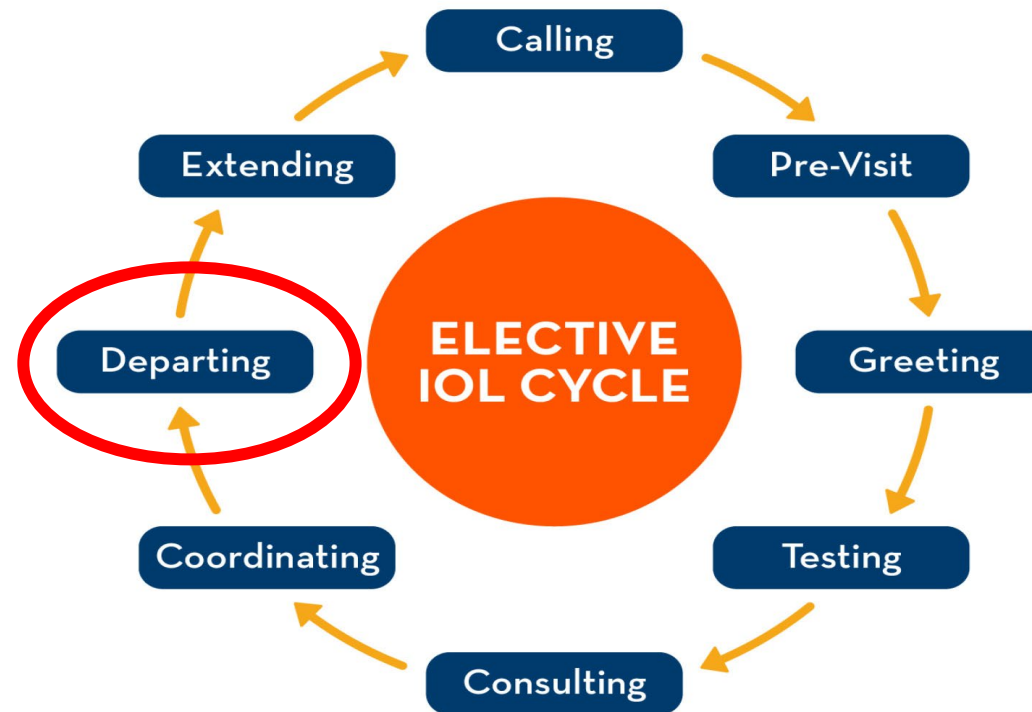
The Elective IOL Patient Experience Cycle



Coordinating

- Checklists
- Forms
 - Surgery instructions (standard, premium, LAL)
 - Eyedrop instruction sheet
 - Financing paperwork
 - ABN signatures
 - Pre-op requirements for ASC/HOPD
 - ASC/HOPD/OBS out of pocket fees
 - Signed Consents

The Elective IOL Patient Experience Cycle




Departing

- Post Op Information
 - Standard and LAL post op info
 - Eyedrop regimen
 - When to call
 - Next appointment
 - Final refraction

The Elective IOL Patient Experience Cycle



Extending

- Keeping in touch
 - Doctor/Practice reviews
 - Follow up call to see how the patient is doing
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Thank You!

