



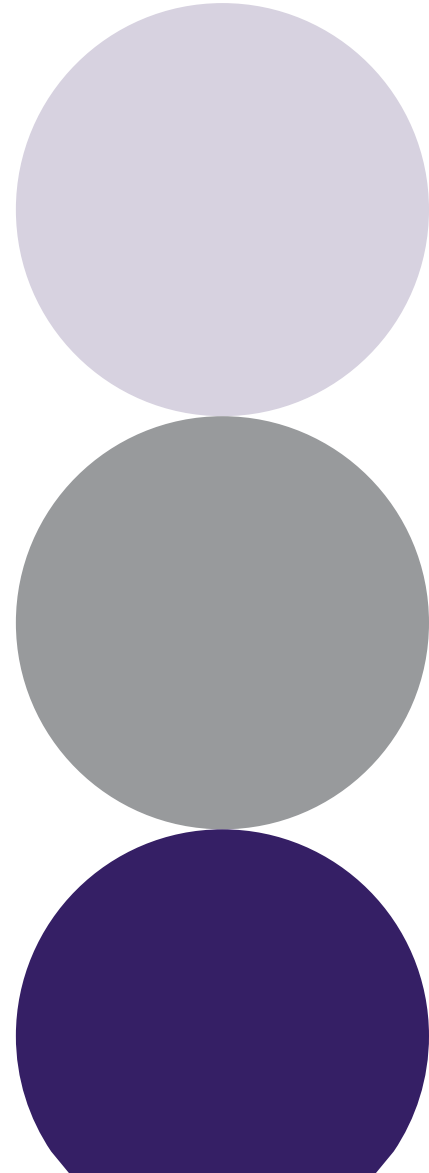
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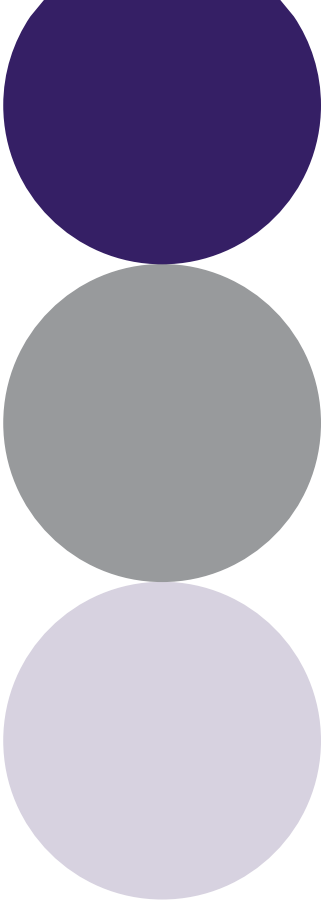
Transforming the Patient Experience In a Post-COVID World

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No financial disclosures



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Re-Imagine The Whole Patient Experience

- What parts of the patient experience can be done remotely?
 - Not face-to-face
- What changes can be made in your office and patient experience to increase safety for:
 - Employees
 - Patients
 - Doctors

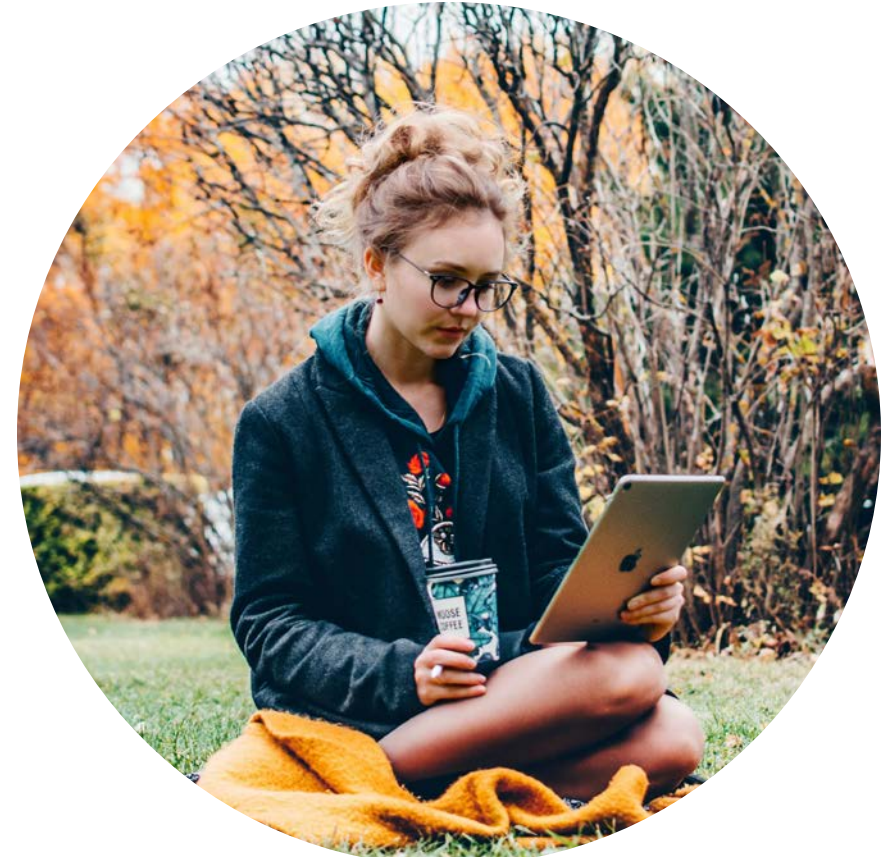


Photo by [Nikita Katsevich](#) on [Unsplash](#)



Education System

- Current In-School method:
 - Teacher at the front of the class to teach everyone at once



- Students complete homework assignments
- Teacher reviews the homework and addresses student learning opportunities

- The Flipped Learning Method
 - Teaching tutorials/work modules for students to complete online BEFORE class



- Teacher meets with the class to answer questions





Ophthalmology practice

- Pre-COVID
 - All patient history and examination done in-office
 - Results of the exam are discussed with the patient in the office
 - Patient calls back with any questions
- **Post-COVID**
 - Take history in advance via Telemedicine
 - Educate via online format
 - If referred from another provider with referral exam note
 - Discuss surgery via Telemedicine
 - Send digital consent form for pt to review
 - In-office exam to confirm diagnosis, discuss consent questions, etc





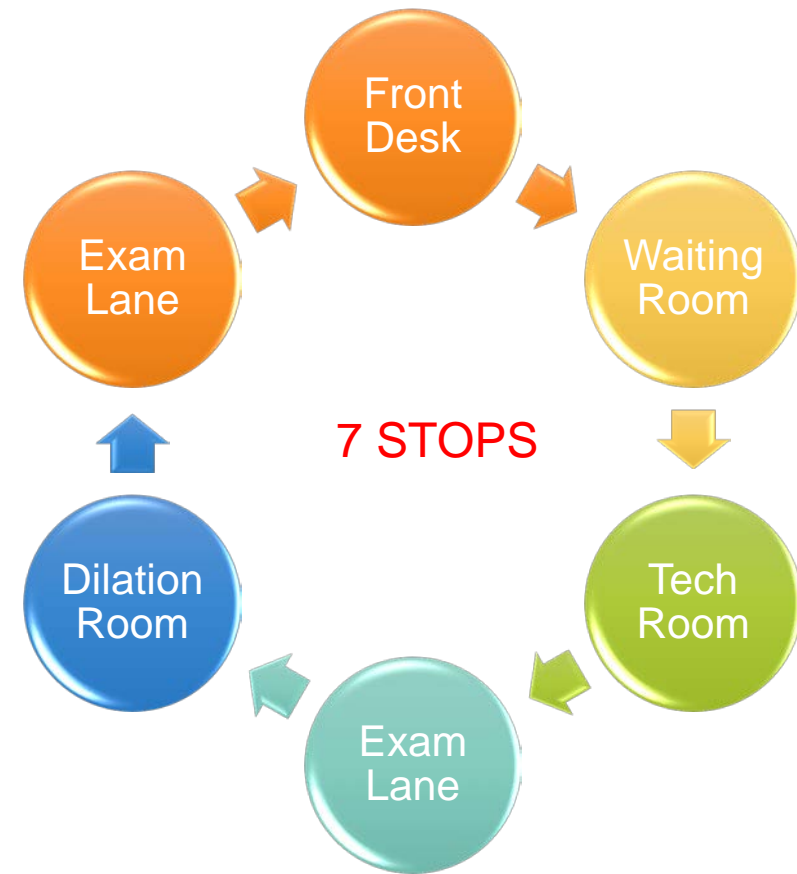
Pre-COVID Patient Experience

- Activities performed before coming to the office
 - Pt calls to schedule
 - Office calls/texts appt reminder
 - Remind pt to complete patient portal
 - Poll #1
 - Review insurance info
- In office activities
 - Check-in at Front Desk
 - Complete incomplete paperwork
 - Sit in waiting area
 - Tech calls patient back for testing
 - Takes history, testing
 - Dilate (Poll #2)
 - Return to Lane (if moved out)
 - MD performs exam
 - Pt returns to Front Desk to check-out



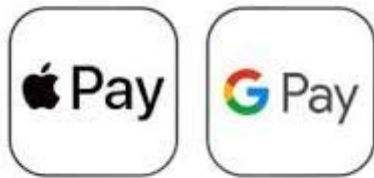
Pre-COVID Patient Experience

- In-Office, Patient stops at:
 - Front desk
 - Waiting room
 - Testing room
 - Exam Lane
 - Dilation area
 - Exam Lane
 - Front Desk
- **Each area will need to be cleaned before the next patient**



Post-COVID Patient Experience

- Activities performed BEFORE office visit
 - Pt calls to schedule
 - Office calls/texts appt reminder
 - Remind pt to complete patient portal
 - E-sign ABN, HIPPA, etc
 - Tech calls to take history via Telehealth
 - Pt calls from parking lot upon arrival
 - Wait in the car until we are ready
 - Collect co-pay credit card info
 - Touchless

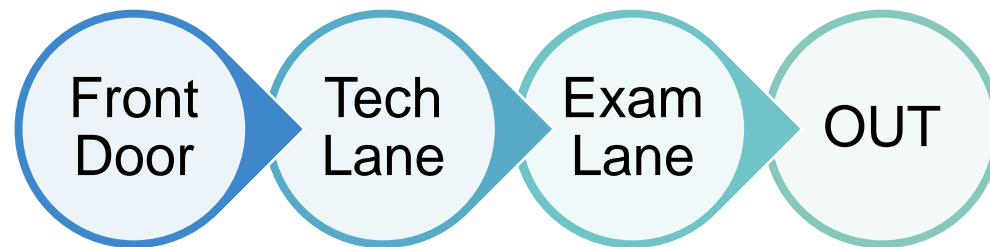


- In-Office activities
 - Patient arrives
 - NC Temperature checked at door
 - COVID symptom questionnaire
 - No stop in waiting room!
 - Tech takes patient back for testing
 - Dilate in Lane, pt stays there
 - MD comes in for the exam
 - Tech/receptionist comes to lane to check-out
 - Can be done remotely after patient departs



Post-COVID Patient Experience

- In-office, Patient stops at:
 - Door for Temp check
 - Tech room
 - Exam Lane



3 STOPS



Post-COVID Patient Experience Changes to the Office

- Spread out patient visits – social distancing
- Masks for everyone (no mask, no entry)
- Plexiglass screen at Front Desk
- Fewer waiting room chairs
 - Goal is to keep it empty!
 - Cancel magazines
 - Limit visitors, wait in car
- Air purifiers in the lanes
- Decrease in-office time and movement

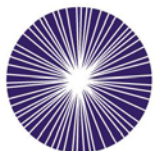
Pre-COVID



Post-COVID



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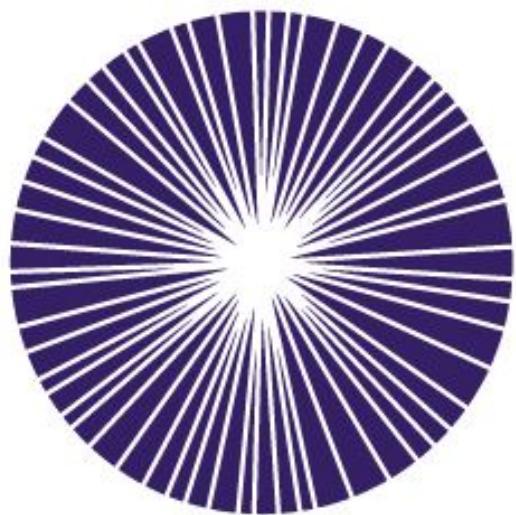


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Post-COVID New Normal

- Make changes to increase safety:
 - Employees
 - Patients – will not come if they don't feel safe
 - Physicians
- How do we do this?
 - Communicate this goal with employees and patients
 - Maximize Telehealth
 - In-office precautions
 - Limit patient movement
 - Limit patient time in the office





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