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# TWOP TIPS

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TIPS FOR

INTERACTING WITH

PATIENTS

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## STARTING THE EXAMINATION

- No matter how the day is going, **meet each patient with a confident greeting** and **find out how they are doing**, do it all with a smile. Make them feel as though they are the first patient you are seeing for the day, as we know the **first impression makes a big difference**.
- At the times when patients are speaking, **ensure that you show them that you are listening to them**. You can do this verbally (Ok great, Ok I understand), you can nod your head or even maintain eye contact.
- When using open-ended questions, **maintain control of the discussion**, however, do allow time for the patient to answer.



## THROUGHOUT THE EXAM

- When giving instructions, **ensure that it's clear, concise and in layman terms.** In certain cases, an example of the test can be done first before attempting with the patient.

- **Pay attention to patient body language and even tone of voice,** they may not verbally say anything, but they might be misunderstanding instructions, or their minds may be at another place.

- Sometimes, there are difficult patients although **remaining calm and having patience is good, ensure to set boundaries,** be firm and don't take things personally.



## USEFUL TIPS IN DISCUSSING DIAGNOSIS AND TREATMENT

- As much as possible try to **avoid** medical jargon, you can explain different cases at your family member or a friend and see if they understand what you are saying. In this manner, the skill can be developed.
- Make use of the **teach back method** when discussing management procedures with patients. If they can give you back the information in detail, it is more likely that adherence will be better.
- Sometimes our information may be some form of bad news, therefore, when we give that information **ensure to validate what the patient feels** and of course, **use empathy** to show that you understands.



## WHY WORK ON PATIENT INTERACTION?



- By improving your ability to interact with patients, you can increase patient outcomes and satisfaction whilst decreasing non-compliance and even malpractice claims.
- Remember you are dealing with human beings, when you show that you care and understand, they will be more open responsive to you as a practitioner.
- Lastly, the examination is made easier for you and the patient.





Wow, what a cool content



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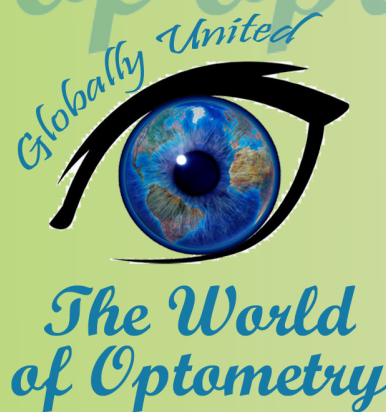


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