



BUSINESS *of* REFRACTIVE
CATARACT SURGERY

— SUMMIT —

PATIENT EXPERIENCE CYCLE

BLAKE K. WILLIAMSON, MD, MPH, MS, FWCRS



WILLIAMSON
EYE CENTER

eye care · eye wear · eye surgery

PATIENT EXPERIENCE: PRE-SURGERY



**EVAL
SCHEDULED**

**PRE-VISIT
OUTREACH**

**TESTING &
SURGEON
EVAL**

**BENEFITS
PREPARED**

**H&P/ASCAN
FINAL
TESTING**

**PATIENT
MOVES ON
TO SURGERY**

**SURGERY
SCHEDULING**

**FINANCIAL
COUNSELING
& SURGERY
CONFIRMED**

PRE-EVALUATION OUTREACH



- Greeting
- Schedule appt for CT Eval with Surgeon
- Gather referral source, demographic info, etc.
- Inquire about vision concerns and add to notes
- Appt Confirmations both automated and personal call
- Pre-education phone call reviewing what to expect, basics of technology options and basics of typical insurance coverage (new in Sept 2024)

**EVAL
SCHEDULED**

**PRE-VISIT
OUTREACH**

CT EVALUATION APPOINTMENT



TESTING &
SURGEON
EVAL

SURGERY
SCHEDULING

- Greeting/Check-In
- Technician Testing (Vision, IOP, Glare, Lifestyle Questionnaire, topography, OCT, etc.)
- Cataract educational video played while waiting for MD
- MD reviews testing and discusses surgery options and technology, expectations, risks, etc.



CT EVALUATION/Sx SCHEDULING



TESTING &
SURGEON
EVAL

SURGERY
SCHEDULING

- After seeing the MD, the patient meets with the surgeon's scheduler to determine pre-surgery measurement appointment and surgery dates and initial post-op appointments.
- Patient is given one card with all of their appointment dates, times and locations.
- Patient is also given an information folder with resources that review what was discussed at the evaluation and FAQs about surgery.

PRE-COUNSELING BENEFITS CHECK

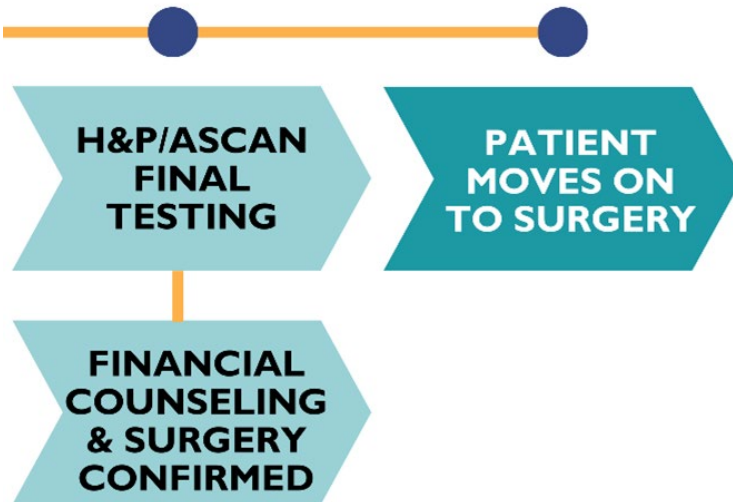


**BENEFITS
PREPARED**



- Internal Billing & Insurance team pulls benefit coverage information from patient's plan carrier.
- A financial sheet is prepared for the counselor with quotes for the options recommended by the surgeon.

FINAL TESTING & COUNSELING



- H&P done at Williamson with our PA or by their primary care doctor.
- Final measurements for surgery done with biometrist.
- Patient counseling on financials based on their benefit allowance and options recommended by the surgeon.
- Patient selects their surgery option and counselor notifies the surgery & billing team.
- Patient then moves on to surgery at our ASC.

PATIENT EXPERIENCE: SURGERY

ASCRS
BUSINESS of REFRACTIVE
CATARACT SURGERY
SUMMIT

TOPS THE OUTPATIENT SURGERY CENTER FOR SIGHT



**CHECK
IN**

**SURGERY
PREP**

**FEMTO
LASER**

SURGERY

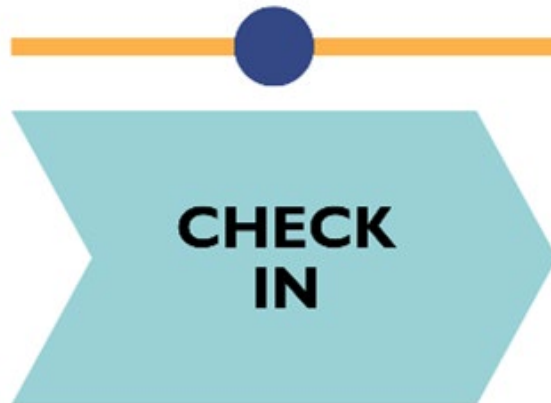
DISCHARGE

**POST
SURGERY**

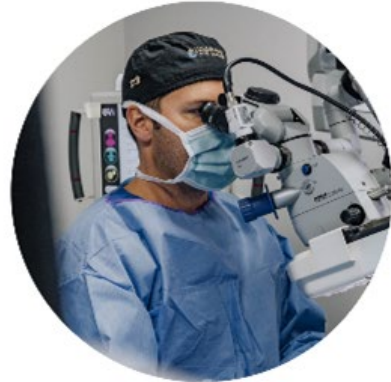
SURGERY CHECK-IN & PREP



- Greeting & Check-In
- Confirm patient elections, collect payments, get patient's transportation details.
- Provide and dress patient in gown, hairnet, shoe covers etc.
- Start IV
- Dilate the patient. Some patients start this process on the way to our facility to reduce wait times in the office.



FEMTO LASER, ANESTHESIA & SURGERY



- Additional measurements performed, incisions made and cataract sectioned with FemtoSecond laser if elected
- Patient is brought into the operating room and an anesthesiologist administers medication
- Patient is draped and prepped for surgery
- Cataract is removed, ORA is performed (if elected) and the new lens is placed

**FEMTO
LASER**

SURGERY

DISCHARGE & POST-SURGERY



DISCHARGE

**POST
SURGERY**

- Patient is brought into PACU, offered a snack, drink and medication as needed. Our nursing staff will reiterate post-operative instructions to the patient and give them a FAQ sheet to take home in a post operative kit.
- Patient's transportation is notified to report to the patient pick up area and patient is wheeled out to the car.
- The surgeon and/or surgery team calls that afternoon to check on the patient and answer any questions.
- Patients are seen the day after surgery either virtually or in-person.

