

Course Title: What Every Optician and Tech Should Know About Ocular Emergencies

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Course Length: 1 hour

Intended Audience: All Ophthalmic Personnel

Description:

During this course, attendees will gain an overview of how phone triage and walk-in office visits should be handled from an optician and technician's perspective. This presentation is very graphic. We will discuss key elements of triage, and the difference between an emergency and urgent care. Suggestions for setting up protocols will be discussed.

Learning Objectives:

- Develop a plan for ocular emergencies that fits within staff training parameters and protocols while maintaining medical responsibility
- Define and identify an ocular emergency categories from routine to urgent
- Develop a triage plan that includes critical documentation, meets medical legal standards with consideration for the next level of care
- Initiate protocols and determine frequency of training for staff regarding legal issues and emergency procedures.
- Apply knowledge of ocular emergency procedures through a series of case history examples
- Review Step-by-Step procedures for team-approach staff training before an emergency is presented in the office

Teaching method: Lecture with PowerPoint Presentation, flipchart and audience participation

AV Requirements: LCD Laptop projection system for PowerPoint presentation with appropriate size screen for room size
Lavalier microphone
Flip chart with markers

Timed Outline:

1. Working in a Healthcare Field and emergencies (8 min)

- a. Who is likely to encounter an ocular emergency?
 - i. Anyone working in the eye clinic
 - ii. Front desk personnel
- b. Healthcare workers responsibilities and risk
 - i. Responding according to their training

- ii. Not going beyond their training
- iii. Knowing the training protocols

c. Medical legal responsibilities

2. Define and Identify an ocular emergency (11 min)

- a. Review the categories of ocular emergencies
 - i. Routine
 - ii. Immediate
 - iii. Urgent
 - iv. Emergent
- b. View pictures and discuss ocular emergencies

3. Understand the elements of triage (7 min)

- a. Every office needs to develop a plan
 - i. Train
 - ii. Document
 - iii. Post instructions
- b. Identify and categorized the problem
 - i. Emergency
 - ii. Urgent
 - iii. Immediate
 - iv. Routine
- c. Documentation is critical
 - i. Clarity
 - ii. Medical Legal
- d. Considerations for the next level of care (time, distance, required specialty)

4. Protocols and Training (3 min)

- a. The need for protocols and training
- b. Legal issues for staff
- c. Who needs to be trained?
- d. Frequency of training
- e. Discuss the need for posting of emergency procedures

5. Review of ocular emergency procedures (10 min)

- a. Case History
- b. Vision
 - i. Acuity method
 - ii. Pin Hole
- c. IOP
 - i. Normal IOP
 - ii. When not to check IOP
- d. Pain level
- e. Color Vision
- f. Amsler Grid
- g. Documentation

6. The need for staff training (11 minutes)

- a. Review Step-by-Step procedures before an emergency is presented in the office
 - i. Case Hx
 - ii. Vision
 - iii. When to check IOP
 - iv. Pain Scale
 - v. Documentation (who, what, when, where, how)
 - a. Discuss the importance of technician responses
 - b. Discuss the importance of a team approach in emergency situations
 - c. Review Scenarios
- b. Discuss the importance of a team approach
- c. Staff involvement during emergency
- d. Provider involvement and availability

7. Q&A / Discussion (10 minutes)