

Rehearsing Consultation Scenarios: Exercise 1

- What is it?** Brainstorming/role-play session where individuals talk through and act out fictitious consultations in a group setting.
- Purpose:** Create a team effort, define/redefine your consultation process, assess the educational needs of your staff, and identify problem areas.
- Materials:** Consultation scenario sheet, the consultation support materials you typically use in your practice, a notebook, pen, and timer for the scribe. (Don't forget goodies for the participants!)
- Time frame:** Approximately 15 – 30 minutes per consultation scenario.
- Preparation:** Separate the scenarios and place them in a hat to be drawn at random during the session. Arrange a table of current resources and tools for use by the participants.
- Tips for success:** Make learning a fun, bonding experience as you rehearse your consultation. If rehearsing during lunch or after hours, get the doctor to spring for pizza! Lottery tickets or a goodies grab bag are inexpensive 'carrots' to break the ice and encourage participation. Decrease performance anxiety by explaining that you want imperfection in order to elicit group discussion.
- Instructions:** The Laser Vision Coordinator will act as the group facilitator. Appoint someone to act as the scribe, because this will be a fast-paced brainstorming session and you will want to capture those ideas on paper! This is also a good person to track wait times.
- Start by reviewing the purpose of the meeting. Next, talk through your first consultation scenario as a group (see suggestion below), and discuss the process and any issues that come up.
- Then have your team draw a scenario at random from the hat. The facilitator will read the scenario aloud to the group. One person will pose as the patient, while the others will pose as the staff members, choosing the roles they will play. Play out the entire scenario as if it were an actual consultation. Discuss each consultation once it is finished.
- Be sure to recap at the end of the meeting (identify problems, new ideas, action plans, project volunteers, target dates, etc.). Follow up with an e-mail summarizing your accomplishments in the rehearsal, and set a date for a follow-up meeting with the group to evaluate implementation of action plans and make adjustments as needed.

Group discussion scenario	Name	Sam Horn
	Age	54 yrs old
	Occupation	Retired military officer
	Scenario	Sam's sight has been progressively worsening. He is stubborn about medical procedures but has promised his wife he would visit your practice for an LVC consultation.

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Make a photocopy of this page and cut the scenarios so that they are each on a separate strip of paper.

Name Sue Stein
Age 31 yrs old
Occupation Accountant
Scenario Patient is 'shopping' and wants to know why she should choose your practice/surgeon for her LVC procedure, when the center across the street is advertising the price at \$500 less per eye. Can you explain why she should choose you and what value-added services you have to offer?

Name Clara Bartell
Age 40 yrs old
Occupation Your best friend!
Scenario Clara has decided she wants to look younger and lose her glasses! She has been surfing the web for LVC information and has several questions about the different lasers on the market. She has asked specifically about the 'Flying Spot' laser. Can you help alleviate her confusion?

Name Jane Henderson
Age 23 yrs old
Occupation Customer service representative
Scenario Jane is very excited to learn more about LVC and is sure she wants it done, but finances are a great concern. Please tell her about payment plan options.

Name Kim Lu
Age 28 yrs old
Occupation X-ray technician
Scenario Kim would happily drive two hours to have Dr. Smith do her surgery. However, she is concerned about missing a lot of work post-operatively. Educate her on the post-operative regimen, appointment protocols, and if there are any co-managing doctors in her location that she can see for her follow-up appointments.

Name Tina Mann
Age 33 yrs old
Occupation Cocktail waitress
Scenario Tina has been wearing gas-permeable contact lenses for the last seven years without a problem. She is now working ten-hour shifts in smoky bars, however, and is experiencing a lot of discomfort with her lenses. She doesn't own a pair of glasses. Please discuss available options for this patient.

Name Tom Arnold
Age 54 yrs old
Occupation Retail store manager
Scenario Tom's eyes have been hurting for several months. His whole family wears glasses, but he just can't imagine himself wearing them. He is wondering about his other options and if he even needs help at all. Please address this prospective patient's concerns and discuss available options.