

## Answering Patient Questions

- Purpose:** This exercise is intended to give your team the opportunity to practice answering the most frequently asked questions of your LVC practice in a safe and supportive team environment.
- Your team will remember what they practice, so it's important that they answer the questions as though they were interacting with an actual patient. This involves giving answers consistent with the answers the rest of the team would give, effectively answering the questions from memory, and using polite and courteous language and tone of voice.
- Materials:** Cards with a frequently asked question on one side and key points that will help answer the question on the other side. Examples of cards for you to photocopy are included in this exercise. You will need to write the key points on the back side of the cards, using information specific to your practice.
- Instructions:** Hand out a stack of frequently asked questions cards to each team member. Have each person shuffle their deck and then break into pairs.
- One partner should ask the other a frequently asked question. The other partner should answer the question from memory, as though they were answering a patient.
- The person asking the question should listen carefully, compare the answer with the key points on the back of the card, and take notes about the question and their feedback. After the speaker is finished giving their answer, the listener should provide specific feedback on any points that were missed, questions they would still have if they were the patient, advice on word choice and tone of voice, and any other issues that arise. Remember that feedback is most helpful if it is worded constructively instead of critically. Once feedback has been given, the partners should switch roles and repeat the process.
- After the exercise, have the entire team discuss the challenges and successes that they encountered. Which questions were the most challenging? Were the key points sufficient to answer a patient's question? What information does the team still need? What other frequently asked questions arose?
- Assign a team member to document new and helpful information and to send a follow-up memo to the team with session notes and schedule information for the next session. Scheduling an hour once a week for this exercise is recommended, but shorter sessions more frequently can also be helpful. Encourage your team members to practice by themselves.

What is LVC surgery?

What vision conditions does LVC address?

How does LVC correct my vision?

What other procedures are available?

How can I find out what I'm a candidate for?

What is the surgery success rate?

What risks are involved in this surgery?

Do you have any information I can take home with me to read?

Who can I contact if I have any questions?

What if the surgery doesn't work?

Why should I have refractive surgery?

What equipment/technology does your team use to perform LVC?

What do I have to do before surgery?

Can both eyes be operated on at the same time?

Does it hurt?

What kind of medication will I have to take?

How soon will I be able to see?

How much work will I miss?

What kind of experience does the doctor have?

What are the side effects?

Will I still need to wear my glasses?

Will I still be able to wear contact lenses?

What does the surgery cost?

What are my payment options?