

I have a THING and I Need to See the Doctor NOW - or do you?

By Tami Arnett, CPOA, ABOC - tamiteacheseyes@gmail.com

Important to remember when triaging for your
office

- 🔊 Know your schedule
- 🔊 You control the schedule
- 🔊 NOTES, NOTES, NOTES!



FLORIDA / FOLDAR

Whether getting more information on the phone or taking a history in the office, this is a great guide of questions to ask your patient for charting

F - _____

L - _____

O - _____

R - _____

I - _____

D - _____

A - _____



ASK CLARIFYING QUESTIONS!!

“Vision loss”

Gradual or sudden onset? One eye or both?

When was the patient’s last comprehensive eye exam

“Double vision”

New? Shadowing or two full images??

“Red eye”

Do you wear contacts? Discharge?



Appearance

Discharge? Droopy? Pupil size?



**TIME TO PLAY... IS IT AN
EMERGENCY, URGENCY ,
OR ROUTINE??**

EMERGENCY <i>Get here NOW—within 12 hours</i>	URGENCY <i>Within the next 24-48 hours</i>	ROUTINE <i>Next available appointment</i>

DO NOT DIAGNOSE OVER THE PHONE!!