Test your knowledge and understanding

This page is designed to test your understanding of the concepts covered in this issue and to give you an opportunity to reflect on what you have learnt. If anything has changed or improved as a result of reading this issue, tell us about it. Write to The Editor using the contact details provided on page 22. The multiple True/False questions were produced in collaboration with the International Council of Ophthalmology (ICO) and the Diagnose This Quiz is provided courtesy of the Ophthalmic News and Education (ONE®) Network of the American Academy of Ophthalmology.

1. Think about welcoming patients into our eye service and improving patient flow. Which of these statements are true, and which are false?

   a. It is helpful to locate cashiers and drug dispensaries near the entrance of the hospital.
   b. Before making changes in your eye clinic, it is important to find out what your staff think.
   c. It is unlikely that you will be able to meet the needs of patients and the clinic team at the same time – usually you will have to choose one or the other.
   d. Patients generally do not mind waiting a long time if they are able to come and go without losing their place in the queue.

   True False

2. Think about finding out what patients think and improving patients’ experience

   a. Other health services, institutions, or organisations can help us to understand what patients think about our eye services.
   b. Most patients value clinical outcomes more than they value being treated kindly.
   c. Open-ended survey questions are easy and quick to analyse.
   d. Patients responding to exit surveys are more likely to be honest if they are interviewed by someone who is not working in the eye clinic.

   True False

3. Think about taping an eyelid closed and tape correction for lower lid entropion

   a. When performing simple ophthalmic procedures, it is not always necessary to explain everything to the patient.
   b. Tape correction for lower lid entropion can reduce the risk of exposure keratitis.
   c. After taping an eyelid closed, always check that closure is effective.
   d. Tape correction of the lower lid can provide temporary relief for patients suffering from trichiasis.

   True False

4. Think about checking and replacing fuses

   a. A visible gap in the wire or a metallic smear inside the glass indicates that the fuse must be replaced.
   b. If a fuse blows immediately after you replace it, try at least twice more before calling a technician.
   c. Always disconnect a device from the electrical system (generator, battery, or mains electricity) before replacing a fuse.
   d. If a device is needed urgently, it is permissible to replace a fuse with foil or another object.

   True False

**ANSWERS**


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