



BUSINESS of REFRACTIVE  
CATARACT SURGERY

— SUMMIT —

**Role Play and Reflection**  
***The Frustrated Patient***

**ASCRS gratefully acknowledges the  
unrestricted educational grants received in  
support of this program from:**

**Alcon Vision, LLC  
RxSight, Inc.**



# ROLE PLAY: The Frustrated Patient

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## Scenario 1

The patient had refractive surgery with the expectation of significantly improved vision. However, they are now experiencing persistent issues, such as blurry vision, difficulty focusing, floaters, or halos around lights. They are frustrated because their vision is not as improved as they anticipated, and they are concerned about needing a secondary procedure.

Faculty: Nicole Fram, Carrie Jacobs



# ROLE PLAY: The Frustrated Patient

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## Scenario 2

A patient returns for a follow-up appointment after refractive surgery. They express frustration that their vision is not as sharp as they expected, and they are still dependent on glasses for certain tasks, and they are concerned about whether these issues will resolve over time.

Faculty: Vance Thompson, Debbie Davis



# ROLE PLAY: The Frustrated Patient

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## Scenario 3

A patient is frustrated with persistent dry eye symptoms following their refractive surgery. They are experiencing discomfort and blurred vision, which is affecting their daily activities.

Faculty: Rich Tipperman, Patti Barkey



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## Scenario 4

A patient received a call prior to the consultation explaining options and the different costs associated with each. The patient then went to the office for the cataract consultation, met with the doctor and decided on a premium lens. However, they are now confused and frustrated with the expense while discussing further with the surgical coordinator.

Faculty: Matt Jensen, Jaime Johannesen



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## Scenario 5

A patient is frustrated because they have encountered unexpected costs related to their refractive surgery, such as additional follow-up treatments or enhancement procedures. They are concerned about the financial impact.

Faculty: Dagny Zhu, Carrie Jacobs



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## Scenario 6

When and how to use a “refund” to make a bad situation tolerable.

Faculty: Bill Wiley, Patti Barkey





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## Scenario 7

A patient is experiencing dysphotopsia/negative temporal crescent and halos.

Faculty: Nicole Fram, Matt Jensen



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## Scenario 8

A patient may need an IOL exchange and needs counseling on the risks associated with the procedure and understand they are losing the near vision from the multifocal they currently have.

Faculty: Dagny Zhu, Jaime Johannesen

