

## SETTING

Private Optometry Clinic

## PATIENT

You are a 32-year-old office worker who went to the optometrist last week complaining of eye strain. You are now required to do computer training for your job. As you do not want to make your eyes worse, you would like a letter of exemption.

## TASK

- When asked, tell the optometrist that you have been told you have to do a computer training course at work, but you don't think you should do it so want a letter of exemption from the optometrist.
- Say that the course is about a week long, and you think spending that much time on a computer will make your eye strain worse.
- Admit that you haven't really tried any of the strategies the optometrist recommended last time as you can't really remember what they were. Insist you just need the letter of exemption.
- Agree to try some of the strategies the optometrist has suggested. Ask if there's anything you can do that isn't related to screen time.
- Say you will follow the optometrist's advice because you don't want your eyes to get any worse, and will come back if there's no improvement.

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## OPTOMETRIST

You see a 32-year-old office worker who came to see you last week complaining of eye strain (aesthenopia). He/she is now required to do some computer training for his/her job. He/she does not want to make the condition worse, and would like a letter of exemption.

## TASK

- Find out the reason for the patient's visit.
- Explore patient's reasons for avoiding the training.
- Confirm potential risks with spending a long time in front of a screen (headaches, blurred vision, etc.). Find out if the patient has tried any of the strategies you recommended last time.
- Resist the request for a letter of exemption (e.g., need to try strategies first). Remind patient of strategies to reduce eye strain (e.g., look away from screen every 20 minutes, adjust monitor/screen settings, blink often, take regular breaks, etc.).
- Make further recommendations (e.g., adjust room lighting, use a humidifier, use artificial tears, etc.). Advise the patient to come back if there's no improvement.