## **Q.REC USP SCRIPT: ASTIGMATISM**

**Purpose:** Suggested scripts for USPs to use when visiting optical services.

**Scope and Responsibilities:** Use to help USPs develop a standard script when visiting optical services.

**Suggested use:** USPs with:

* Astigmatism, but without presbyopia

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| **Questions asked by optical service staff** | **Suggested USP Response** |
| How can I help today?  Why have you come in today? | I would just like a check-up for glasses |
| Do you have problems seeing far or up close? | I have trouble seeing far and close |
| What do you use your glasses for? | I use glasses for everything |
| When was your last eye exam? | 1 – 2 years ago |
| How long have you had these glasses for? | 1 – 2 years ago.  Only respond if you have brought any glasses with you. |
| How are you going with these glasses? | They are okay, but I’d like to know if there has been a change |
| How long have you worn glasses for? | Since high school |
| Do you use your glasses often? | All the time |
| Do you have any other problems with your eyes?  Red / pain / headache / water / itchy | No |
| Have you had eye surgery before | Answer honestly |
| Do you have any other health problems? High blood pressure / diabetes | Answer honestly |
| What type of glasses would you like? We recommend bifocal/multifocal.  If staff recommend single vision (i.e for far or near only), follow their lead | How much is the bifocal/multifocal?  I cannot afford bifocal/multifocal.  For far away only |