


# Woo University

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## Resources for Your Keratoconus Patient

*Elise Kramer, OD*

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## WELCOME!



Host: Dr. Stephanie Woo



Host: Dr. Ariel Cerenzie

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Thank you to Alcon for providing an unrestricted educational grant for this event.

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- For a 1-hour webinar attendees must be online for a minimum of 50 minutes
- For a COPE certificate, please fill out the survey link in the chat. Also, the survey link will appear when the webinar ends.
- CE certificates will be delivered by email and sent to ARBO with OE tracker numbers
- **CE certificates will be emailed within 4 weeks**
- Ask questions using the zoom on-screen floating panel



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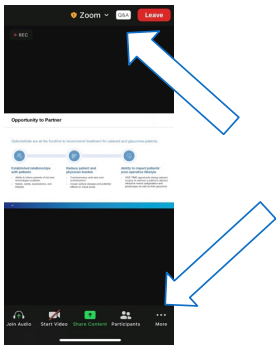
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### Speaker Bio

Dr. Elise Kramer is a residency-trained optometrist in Miami FL who specializes in ocular surface disease and specialty contact lens design and fitting. Her Doctorate degree was awarded in Optometry from the Université de Montréal in 2012. During her fourth year, she completed her internship in ocular disease at the Eye Centers of South Florida and went on to complete her residency at the Miami VA Medical Center. Her time there included training at the Bascom Palmer Eye Institute, the nation's top eye hospital. After her residency, Dr. Kramer became a fellow of the [Scleral Lens Education Society \(SLES\)](#) and now serves as the treasurer for the SLES. Dr. Kramer is a member of the [American Ophthalmic Association \(AOA\)](#), the International Association of Contact Lens Educators (IACLE), a Fellow of the [American Academy of Optometry \(AAO\)](#) and of the [British Contact Lens Association \(BCLA\)](#). She is also the Delegate of International Relations for the Italian Association of Scleral Lenses (AILeS). Dr. Kramer has published several important articles and reviews and is participates in clinical research trials. She enjoys lecturing all around the world in several different languages about ocular surface disease and specialty lenses.



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## Relevant Financial Relationships

- Allergan
- Avellino
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- Dompe
- Orasis
- Oyster Point Pharmaceuticals
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- Visionary Optics

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All relevant relationships  
have been mitigated.

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## Delivering the Diagnosis

- In a study published in 2020, patients were asked what makes an ideal doctor:
  - Medical knowledge and competence are important qualities but not regarded as highly as doctor's empathy
  - **Listen** to the patients' needs and emotional problems
  - **Be** kind and warm, be present
  - **Greet** patients by name
  - **Devote** adequate time during the consultation to answer questions
  - **Give** information tailored to the patient

Borracci RA, Alvarez Gallesio JM, et al. What patients consider to be a 'good' doctor and what doctors consider to be a 'good' patient. Rev Med Chile 148:930-938, 2020.

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*"Sometimes I can't fix their problems, but I can listen, and I can keep trying to fix them. To be effective, I need to hear what a patient is saying, and then think about what the patient is REALLY saying."*

- Dr. Christine Sindt

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## Tools for Delivering the Diagnosis

- Body language
  - Doctors who spend the visit reading the medical records or reviewing a computer screen can cause patients to hesitate, or withhold information
  - An inattentive doctor can disappoint or offend their patient
- Phrasing questions can make a big difference
  - Open-ended questions: "What can I do for you today?" vs confirmatory or closed question: "I see you are here today for X" can change the patient's perspective
  - Open-ended question took only a bit longer for patients to answer (27 vs. 11 seconds) but give patients a greater feeling of ownership over their health management
- NKCF booklet, resources



Heritage J, Robinson JD, The structure of patients' presenting concerns: physicians' opening questions. Health Commun 19:89-102, 2006.

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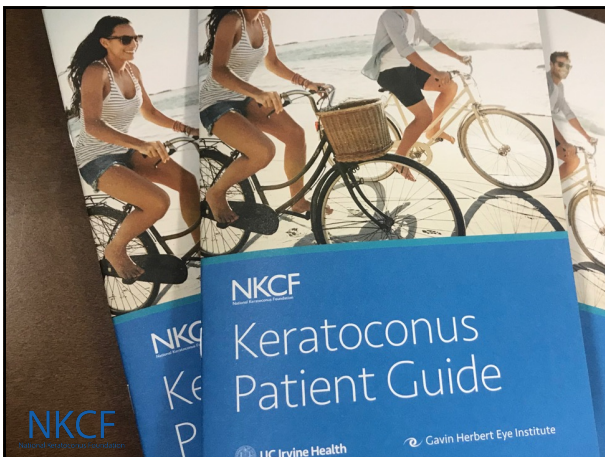
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NKCF  
Keratoconus  
Patient Guide

UC Irvine Health | Gavin Herbert Eye Institute

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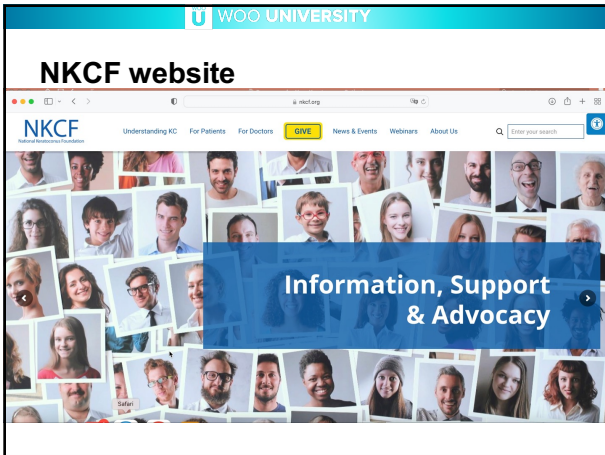
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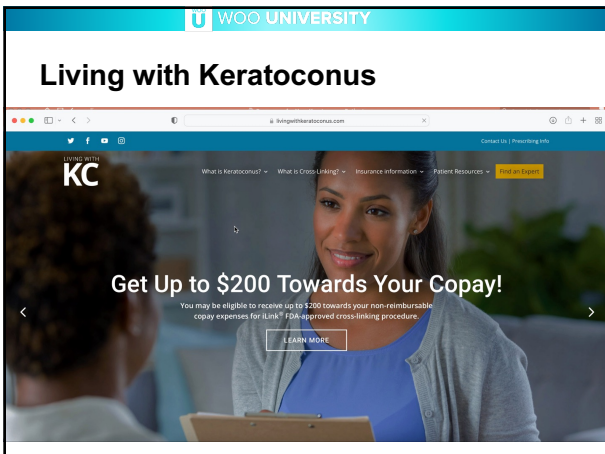
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FIND a GP eye care professional near you

Doctor Name OR Select State OR Enter Zip

A zip code search displays the closest 25 practitioners within a 100-mile radius.  
A state search displays all practitioners in alphabetical order by city.

This locator is kindly sponsored by:  
**Contamac**

Elise Kramer, OD, FAAO, FSLs  
Miami Contact Lens Institute  
2627 NE 203rd Street #116  
Miami, FL 33180

- General GP Contact Lenses
- Bifocal/Multifocal Contact Lenses
- Corneal Reshaping/Orthokeratology
- Contact Lenses for Irregular Corneas
- Scleral Lens Designs

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GP Lens Care and Handling

The GP Lens Institute has created this instructional video about the proper care and handling of GP lenses. You may also want to read an article about [avoiding contact lens-related eye infections](#) associated with lens handling.

You may also [watch a video](#) about scleral lens care and handling.

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AMERICAN ACADEMY OF OPHTHALMOLOGY EyeSmart

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For Public & Patients

What Is Keratoconus?

Leer en Español

By Kerstan Boyd  
Reviewed by James M Huffman, MD

Your cornea is the clear, dome-shaped window at the front of your eye. It focuses light into your eye. Keratoconus is when the cornea thins out and bulges like a cone. Changing the shape of the cornea brings light rays out of focus. As a result, your vision is blurry and distorted, making daily tasks like reading or driving difficult.

Left: A healthy cornea. Right: A cornea with keratoconus.

What Causes Keratoconus?

Doctors do not know for sure why people have keratoconus. In some cases, it appears to be

Find an Ophthalmologist

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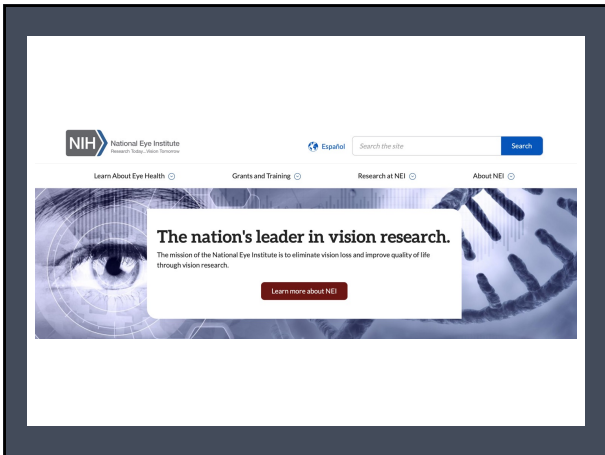
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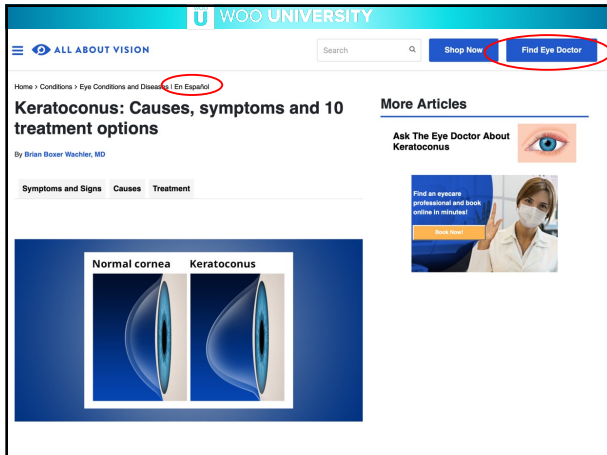
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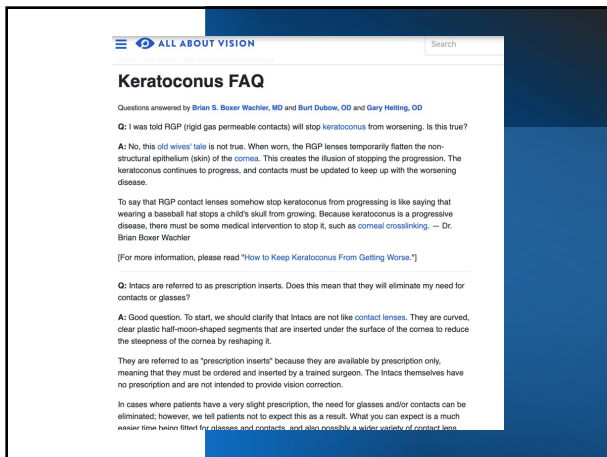
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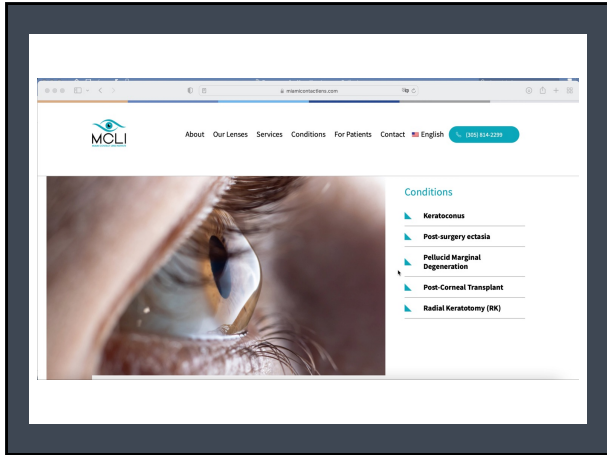
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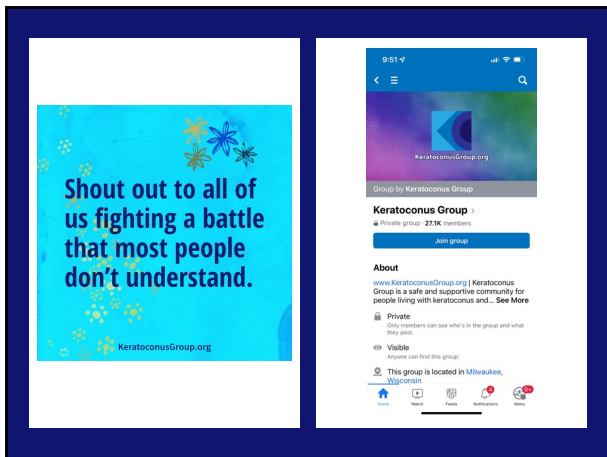
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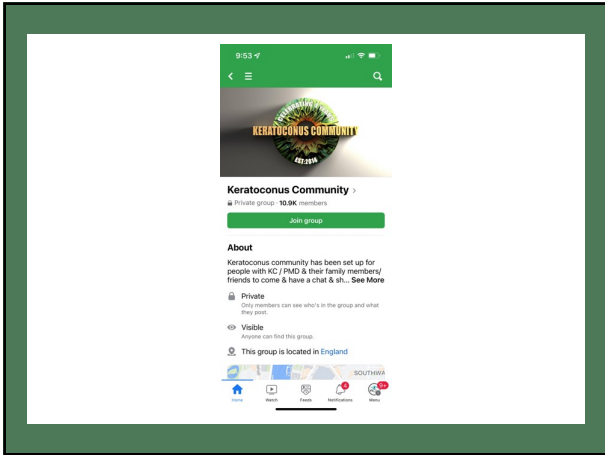
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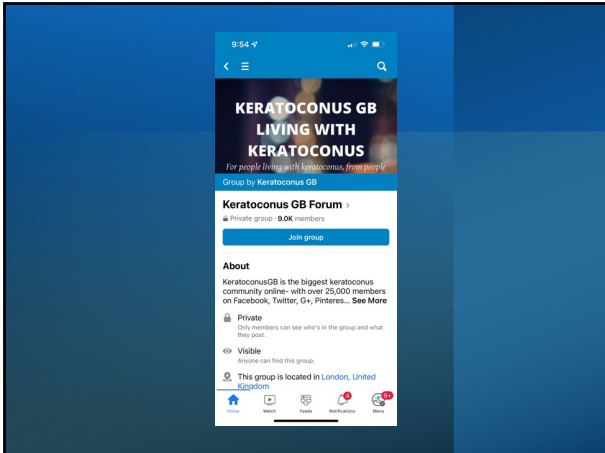
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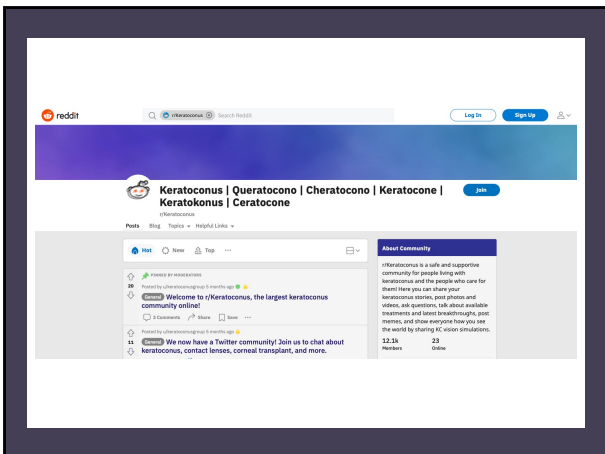
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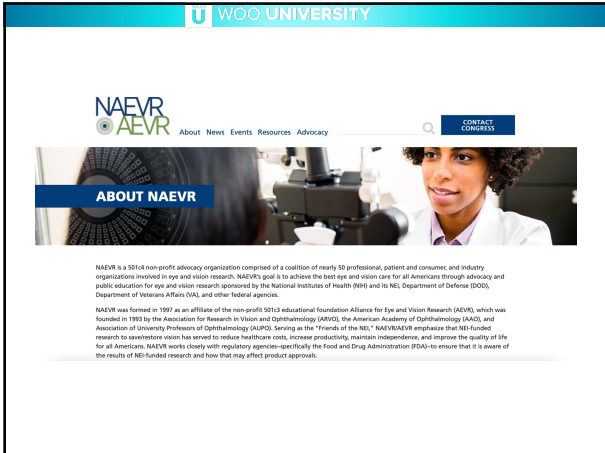
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