

# Instructor Workbook



*A Program By:*

**UAB** SCHOOL OF  
MEDICINE  
*Department of Ophthalmology*

*The Clinical Research Unit  
(205) 325-8616*

Copyright 2007, Cynthia Owsley, June  
Weston, and Beth T. Stavley,



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**The EyeSight Foundation of Alabama**

**Pfizer**

**Research to Prevent Blindness**

**Pearle Vision Foundation**



Arrange the room in semi-circle format (if possible) to allow class members to see each other and interact during the discussion.

General themes of the class: Empowerment, Being InCharge.

Work to involve class members in discussion, ask for participation and response to questions, sharing experiences with each other.

### **Surveys (10min)**

As people enter the room, please ask them to complete the

- Participation Registration Form
- Pre-test Survey

**Be sure surveys are collected before class begins**

Staff Observer:

Staff person from UAB Clinical Research Unit will join instructor at class to assist with a variety of tasks. These may include:

- nametags,
- helping participants complete registration and survey forms,
- ensuring that forms have been completed correctly,
- recording class demographics,
- recording group responses when needed, and
- other duties as needed.

## **Display poster #1 PROGRAM LOGO and QUOTE**

### **Instructor Introduction (3 min)**

**Why are we here?** About UAB Ophthalmology; Conduct programs to improve eye health.

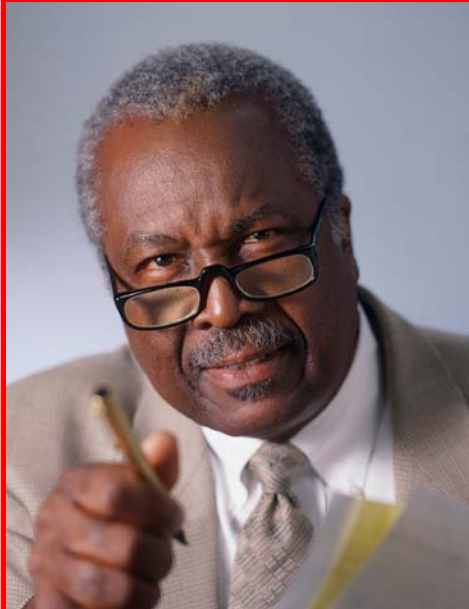
**How we got here:** We have talked to many older adults in this community who are concerned about their vision. I will share some of those comments with you today.

**Name of Program - InCHARGE:** The purpose of the InCharge class is to help you to take control of your eye health.

One person said - "I did not get this far in life not to see the end of it" We are here to help you improve your sight.



**“It is your responsibility!  
Your eyes are one of the most important things  
in life. You are going to have to take it upon  
yourself to protect them.”**



**“I did not get this far  
in life not to see the  
end of it.”**

The Department of Ophthalmology, School of Medicine, University of Alabama at Birmingham serves the eye health needs of the people of Alabama through excellence in patient care, research, and education. The Clinical Research Unit, based in the department, conducts research so that eye diseases can be cured and blindness prevented.

The Clinical Research Unit has over ten years experience in developing, delivering, and evaluating eye health education programs for older adults. We are dedicated to making these educational programs readily available to communities throughout Alabama and beyond.

Recently we conducted focus groups with older African Americans and ophthalmologists and optometrists working in their communities. We explored attitudes and beliefs about vision and eye care. Participants also discussed challenges to seeking and receiving routine eye care. The results of these focus groups serve as the foundation of the program.

Your **In**CHARGE team is described below.

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**Cynthia Owsley, PhD, MSPH** is Professor of Ophthalmology in the School of Medicine at UAB. She is Director of the Clinical Research Unit and provides overall direction for InCharge. She cares deeply about increasing the use of routine, comprehensive eye care in older adults in Alabama and beyond.

**Beth Stalvey, MPH, PhD** is a health education consultant with over ten years experience in developing, delivering, and evaluating eye health education programs for older persons.

**June Weston** is Project Coordinator in the UAB Department of Ophthalmology. She has worked on multiple community-based health education programs in Alabama and is the InCharge Class Instructor.

**Christopher Girkin, MD, MSPH** is a Professor of Ophthalmology in the School of Medicine at UAB and Director of the Glaucoma Service. He is Medical Director for InCharge.

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**In**CHARGE is an eye health educational program designed for older African Americans to help improve vision, quality of life and reduce the rate of eye disease and vision impairment in this high-risk population. The program was developed with the unique cultural experiences of African Americans in mind. Each class is offered in a community setting - a senior center like this one.

### **Why Eye Health Education for Older African Americans?**

As your instructor today, I am here because I care. Blindness and eye disease rates among older African Americans are two times higher than those of older whites. Older African Americans are also less likely to receive routine eye care despite the fact that if detected early, many problems could be addressed.

### ****In**CHARGE Program Goals**

1. Increase understanding of need for comprehensive eye examinations to prevent vision problems among older African Americans.
2. Teach strategies to older African Americans that can reduce barriers to receiving eye care.
3. Improve communication between older African American patients and ophthalmologists and optometrists.
4. Increase the rate of the annual comprehensive dilated eye examination among older African Americans.
5. Reduce the rate of vision impairment and eye disease in older African American population.

**When you leave here today, you will be **In**CHARGE of your eye health.**

**InCharge of Your Eye Health**

Understanding Importance of Prevention . . . . .1  
 Get a comprehensive eye exam to prevent eye problems.  
 How is having a comprehensive eye exam a form of prevention?  
 Common Problems for Older African Americans: . . . . .6  
 Blurry Vision  
 Glaucoma  
 Diabetic Retinopathy  
 Getting a Comprehensive Eye Exam . . . . .12  
 Know the parts of the eye.  
 What is dilated?  
 What is the difference between comprehensive eye exam and vision screening?  
 Why is it important to get a comprehensive eye exam every year?

**InCharge of Common Challenges**

Finding an Eye Doctor. . . . .20  
 What is the difference between an ophthalmologist, an optometrist, and an optician?  
 Local eye doctors.  
 Make an Appointment and Keep the Appointment!  
 Finding Transportation . . . . .29  
 Local transportation resources.  
 Covering the Cost of Your Comprehensive Eye Exam. . . . .39  
 Medicaid/Medicare  
 List of eye care resources  
 Voucher  
 Communicating with Your Doctor . . . . .46  
 Your rights as a patient  
 Being a good listener  
 Don't give up!  
 Before the doctor leaves the room...  
 What is trust?  
 How can I build trust with my doctor?

**InCharge of Your Future**

Setting Personal Goals for Dilated Eye Exam Each Year . . . . .54  
 I am InCHARGE because...  
 Be InCHARGE: Step 1, Step 2 and Step 3  
 Eye Health Commitment Form . . . . .60

**Display poster #2**

**GOOD THINGS and NOT SO GOOD THINGS**

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**Ask** group to talk about some good things about getting an eye examination and some not so good things about the process.

**Listen** for key themes that may be covered later in the class - specifically barriers that you will try to remove (e.g.. it is hard to find a doctor; it is hard to find transportation; I don't trust doctors).

You will come back to this list at the end of the class.

Use questions and quotes to generate dialogue as needed.



<b>Eye Examinations</b>	
<b>Good Things</b>	<b>Not So Good Things</b>

**Display poster #3**

**GET A COMPREHENSIVE EYE EXAM TO PREVENT PROBLEMS**

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**Ask group if they have ever done any of the preventive activities. Discuss how eye exams are a form of preventing problems in the future.**

**Use questions and quotes to generate discussion as needed.**

Be **In**CHARGE

Get A Comprehensive  
Eye Examination to  
Prevent Eye Problems



Be  
**In**CHARGE  
of Your  
Eye Health



Understanding the  
Importance of  
Prevention

**“I heard a quote once ‘You could walk on a cork leg, but you can’t see out of a glass eye’. I think about that and it really bothers me so I never miss an eye appointment.”**

**“I did not get this far in life, not to see the end of it.”**



**“It is your responsibility; your eyes are one of the most important things. You are going to have to take it upon yourself to protect them.”**

**“I don’t ever think I should forget about my vision. You can take off one of my arms or fingers, but please let me have my eyes.”**



**Ask Yourself:**

I believe it is important to take care of my health.

**Yes**       **No**

If you are a healthy person and you see pretty well, you do not need an eye exam every year.

**Yes**       **No**

My vision will get worse as I get older and there is nothing I can do about it.

**Yes**       **No**

There are things I can do to make my eye health better.

**Yes**       **No**

**Have you ever done any of the following things:**

- Changed the oil in your car?
- Stopped to look both ways before crossing the street?
- Turned the stove off after cooking dinner?
- Took a pill?
- Checked your blood pressure?

You change the oil so your car will keep running and get you to the places you need to go. You also do it to **prevent** expensive car repairs to your engine.

You look before crossing the street so you will **prevent** being hit by an oncoming car. You turn the stove off after cooking to **prevent** a house fire.

You may take pills to **prevent** feeling sick, or to keep a disease you may have from getting worse. Some of you may check your blood pressure so you can **prevent** the chance of a heart attack or stroke.

If you have ever done any of these activities,  
**CONGRATULATIONS!**

You are **In**CHARGE!

You already engage in **Prevention!**

**Prevention** is the action you take to protect yourself from health problems and diseases.

A good example of **prevention** is going to the eye doctor at least once per year for a comprehensive dilated eye exam.

**Getting a comprehensive eye examination from your doctor every year is your best defense against future vision problems!**

## How is an Eye Exam Prevention?

- A comprehensive dilated eye examination can detect eye diseases early **before** they cause serious vision problems. Treatments work best when they are started early.
- If you already have an eye problem, there are treatments the doctor can offer to **prevent** your vision from getting worse.
- Some eye diseases have no symptoms until it is too late. You may not notice any problems when you first get the disease. But the doctor will be able to detect the condition during a comprehensive dilated eye examination and start treatment to **protect** your eyesight.
- Once you lose your vision, it is hard to get back.  
**Prevention is the key!**

Being **In**CHARGE means preventing vision loss!

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**Display poster #4**  
**COMMON EYE CONDITIONS**

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Discuss why older African Americans are at high risk for vision problems .

Discuss 3 conditions of blurry vision, glaucoma, diabetic retinopathy.

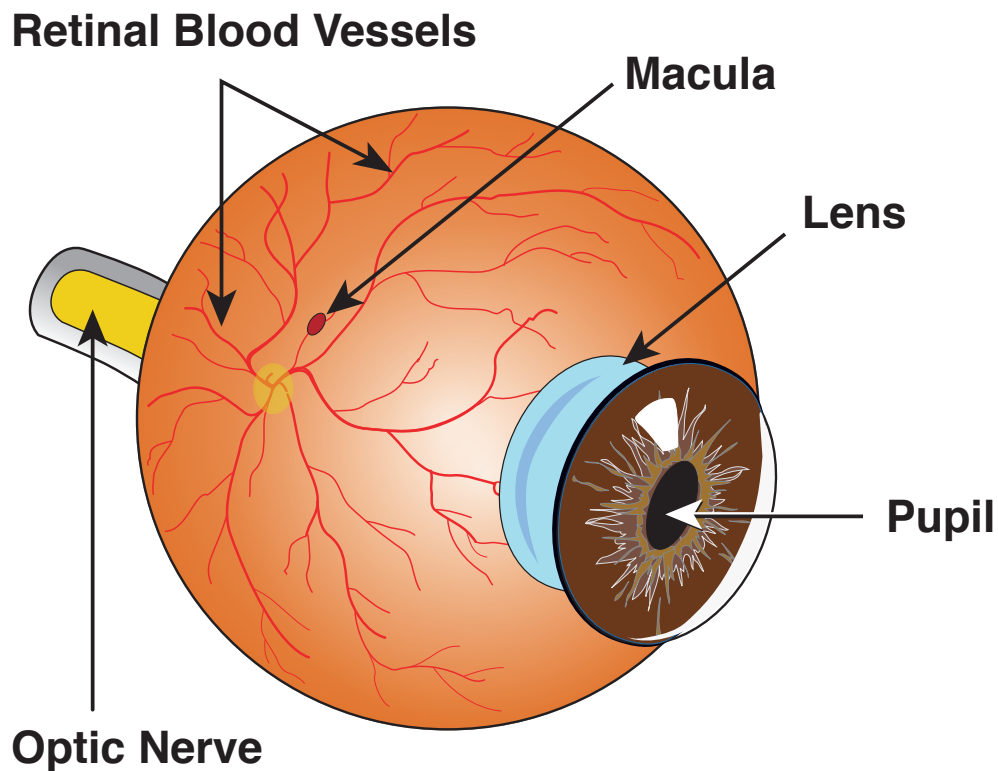
*Reference picture of the eye to show optic nerve, cataract, etc.*

Use questions to generate discussion as needed.

Share personal quotes

# Be **In**CHARGE of ...

- Blurry Vision
- Glaucoma
- Diabetic Retinopathy



Be **In**CHARGE  
of Your  
Eye Health

**Common Eye Problems for  
Older African Americans**

**Blurry  
Vision**

**Glaucoma**

**Diabetic  
Retinopathy**

## Ask Yourself:

I am over age 55.

Yes

No

I am an African American.

Yes

No

There is a history of glaucoma in my family.

Yes

No

Sometimes I have trouble seeing up close, like when I have to read something.

Yes

No

I have diabetes.

Yes

No

I visited the eye doctor in the past year.

Yes

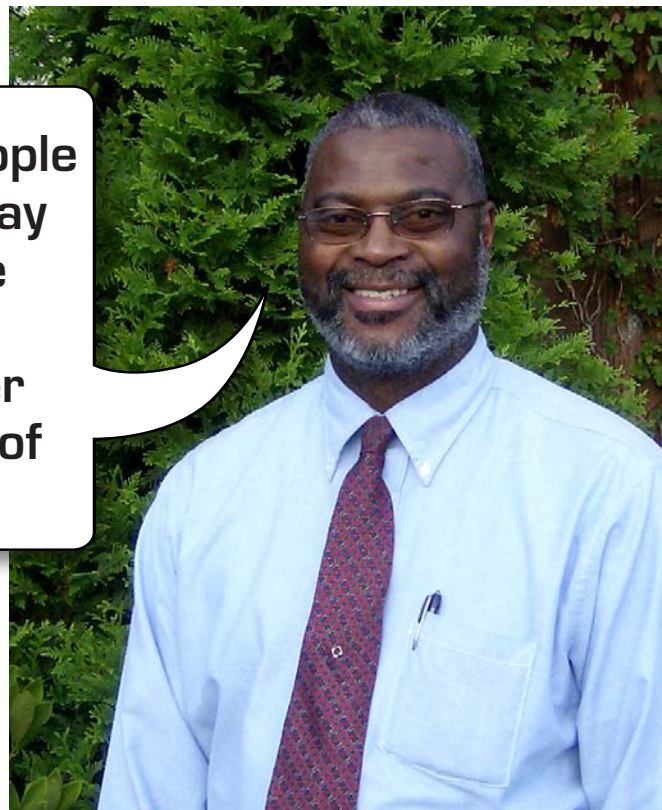
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**WHY ME?**

- Older African Americans are **2 times** more likely than others to have **eye disease** and become blind.
- **Glaucoma** is about **3 times more common** in African Americans
- African Americans are more likely than others to have **NO eye doctor** that they visit for routine eye exams every year.
- Older African Americans are **less likely than others to get a comprehensive eye exam** when eye problems could be detected and treated early.

“Help is out there but some people are shy about asking. People say “I have lived this long and I have a good life behind me” but they should want to live a little longer and still have a good life ahead of them.”

“I have heard some say that they are not going to let anyone bother their eyes. That is a stigma.”



## BLURRY VISION

It is a reality- our body changes as we get older and this includes our eyes. The most common vision problem is **blurry vision**.

Being unable to focus our eyes can make it **harder to see clearly up close** when doing things like reading and sewing. Some people also have **difficulty seeing clearly from a distance** like reading signs or seeing faces from across a crowded room.

Many people are able to see more clearly with the right **eyeglasses**. Your prescription for eyeglasses can change over time. That is why it is important to see an eye doctor every year.

## CATARACTS

Another reason for blurry vision is **Cataract** –the clouding of the lens in your eye. Some have described cataracts like smearing grease over your glasses and then trying to read.

**Cataracts** can only be diagnosed when the doctor examines the eyes with a special instrument. The doctor can remove your cataract and make your vision better.

**Cataracts** will affect most people if they live long enough: Over half of all older African Americans have cataract.

## SYMPTOMS AND TREATMENT

In most cases **blurry vision** develops slowly. Sometimes people will not notice that they have problems until they becomes severe.

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**Blurry vision can be treated! Eye doctors are often able to cure blurry vision with the right eyeglasses or by removing your cataract.**

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**WHY ME?**

- Glaucoma is the **number one cause** of blindness in African Americans.
- Glaucoma often **has no symptoms**. You can have glaucoma and not even know it.
- African Americans are at a higher risk for glaucoma once they turn **40 years old**.

**Glaucoma** is an eye disease where the optic nerve in the back of your eye becomes damaged and causes vision loss. This damage is linked to increased “pressure” in your eye.

- A comprehensive dilated eye examination by an eye doctor is the only way to tell if you have it.
- Half of the people in the United States who have glaucoma don't even know it.

**SYMPTOMS AND TREATMENT**

There are several ways that glaucoma can be treated to lower the pressure in your eye. For example, your doctor may give you special medicated eye drops that can lower your eye pressure.

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**Vision loss from glaucoma is nearly always permanent. That's why it is important to have your eyes checked early to see if you have **glaucoma**. If you follow your doctor's treatments, you can save your sight!**

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**WHY ME?**

- **1 in every 4** older African Americans has diabetes
- Vision problems and blindness is a **common complication** of diabetes.
- African Americans are **twice as likely** as others to suffer diabetes-related blindness.

**Diabetic Retinopathy** is an eye disease that is common among people with diabetes. Uncontrolled diabetes can cause the blood vessels in the back of the eye to swell and leak.

**SYMPTOMS AND TREATMENT**

There are often **no symptoms** in the early stages of Diabetic Retinopathy. There may be no pain and vision may not change until the disease becomes severe. During a comprehensive eye exam, the eye doctor can see changes in the blood vessels and retina in early stages and can provide treatment to prevent further vision loss.

**The diagnosis** of diabetic retinopathy is made only by a **dilated eye examination**. That's why it is important for those with diabetes to have regular eye examinations— at least one time each year. If diagnosed and treated promptly, **blindness can be prevented**.

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**The best way to prevent vision loss from diabetic retinopathy is to maintain good control of your diabetes and to have an eye doctor examine your eyes every year.**

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## **Display poster #5**

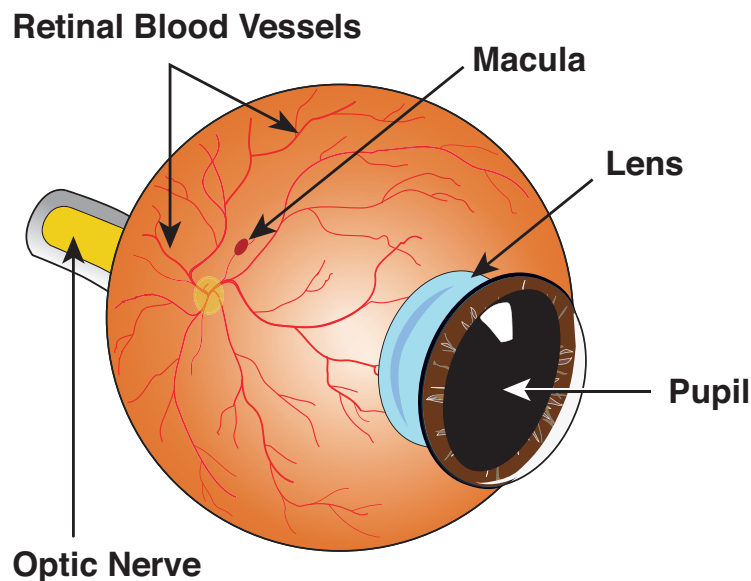
# **GET A COMPREHENSIVE EYE EXAM EVERY YEAR**

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**Discuss 3 primary messages:**

- **What is Dilated?**
- **What is the difference between a comprehensive eye exam and a vision screening?**
- **Why is it important to get a comprehensive eye exam every year?**
  - **Use questions to generate discussion as needed.**
  - **Share personal quotes**

# Get a Comprehensive Dilated Eye Examination Every Year!



**“I must say, for everyone, eyesight is a terrible thing to lose. Everyone needs to have their eyes checked once a year!”**

Be **In**CHARGE  
of Your  
Eye Health



**Getting a Comprehensive  
Dilated Eye Examination**

## Ask Yourself:

You should only go to the eye doctor if you have trouble seeing.

Agree     Disagree

Reading the letters on an eye chart is the best way to tell if you have healthy eyes or not.

Agree     Disagree

An eye doctor can tell you things about your vision that you may not already know.

Agree     Disagree

The last time I had an eye examination was:

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**Pupil:** The black circle in the center of the eye. The pupil controls how much light enters the eye. Often called the “**window into the eye**”, eye doctors use eye drops to make the pupil larger in order to see the inside of the eye during an examination.

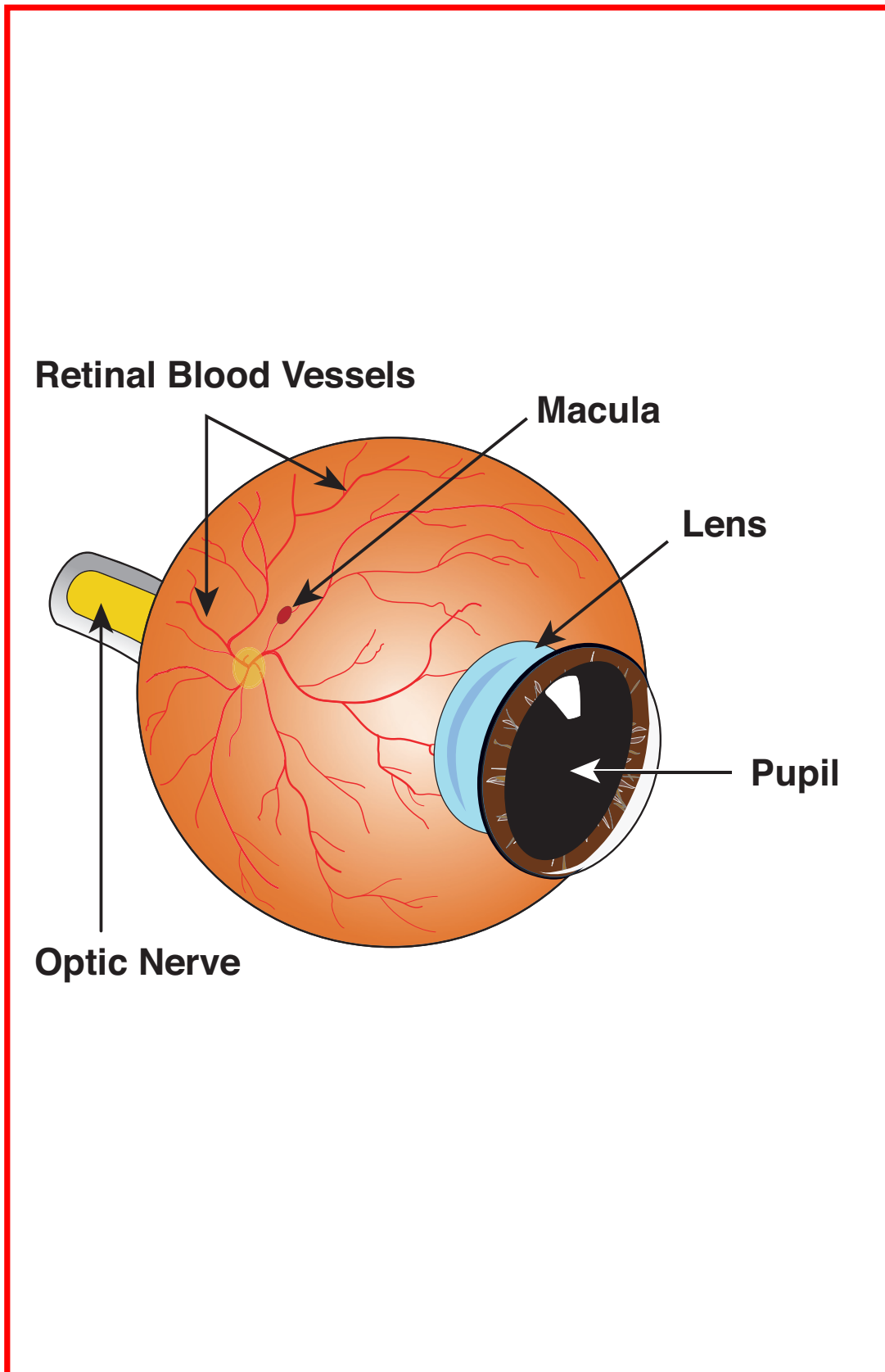
**Lens:** A clear structure that is located just behind the pupil. Much like the lens in a camera or eyeglasses, this lens helps the eye focus on objects. With age, this lens can become cloudy and hazy. This condition is called Cataract.

**Retina:** The retina covers the back of the eye and acts like the film in a camera. It takes the picture and sends it to the brain so you can see.

**Retinal Blood Vessels:** Your eye is filled with many small blood vessels near your retina. Conditions such as Diabetes can cause these blood vessels to swell and leak which can interfere with the ability to focus and see clearly.

**Optic Nerve:** The nerve at the back of your eye that sends information to your brain. This information tells your brain what it is you are looking at. Conditions such as Glaucoma can damage the optic nerve resulting in vision loss and blindness.

**Macula:** Located in the center of your retina, the macula is responsible for giving you sharp central vision.



Visiting an eye doctor at least one time each year is the only way to be **In**CHARGE of your eye health.

The eye doctor will perform several tests to find out if you have blurry vision, or if you have an eye disease. The most important thing the eye doctor will do is to dilate your eyes.



### What is DILATED?

The doctor looks into your eye through your pupil, the small black circle in the center of your eye. The only way the eye doctor can see all the way to the back of your eye is to make your pupil bigger. This way the doctor has a larger “window” to look through and can get a good picture of your eye health.

Dilation is easy—the doctor simply puts a drop in your eyes, which makes your pupils bigger.

Having your eyes dilated is the most important part of a **comprehensive eye examination**.

A dilated exam allows the doctor to determine if there is any damage to your eye, or if you have diseases such as glaucoma or diabetic retinopathy. You can have these diseases and not know it. Only the eye doctor can tell if you have them.

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**When you make an appointment for a yearly comprehensive eye examination, be **In**CHARGE and tell them you need to have a **comprehensive dilated examination**.**

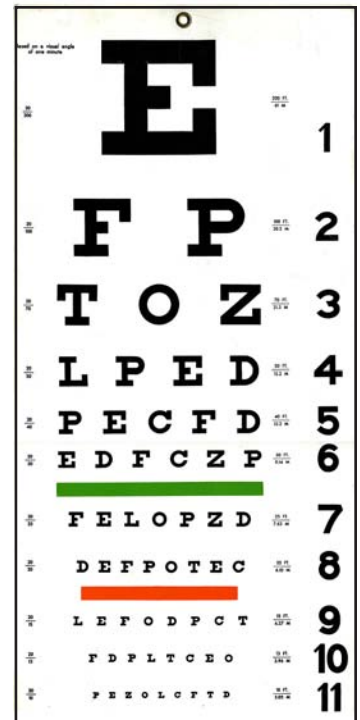
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You may have attended a health fair or vision screening where you read an eye chart or have someone shine a light into your eye. These are called **vision screenings** because they are quick tests and a good way to identify problems like blurry vision, but these tests are not detailed enough to diagnose eye diseases such as cataract, glaucoma, or diabetic retinopathy.

You are encouraged to participate in vision screenings, but you must also go to the eye doctor's office at least once a year for a dilated examination.

Vision screening is no substitute for a comprehensive dilated eye exam.

A **comprehensive eye examination** includes dilation— eye drops that make your pupils big to allow the doctor to get a good view of the back of your eye. This is the only way to measure good eye health!

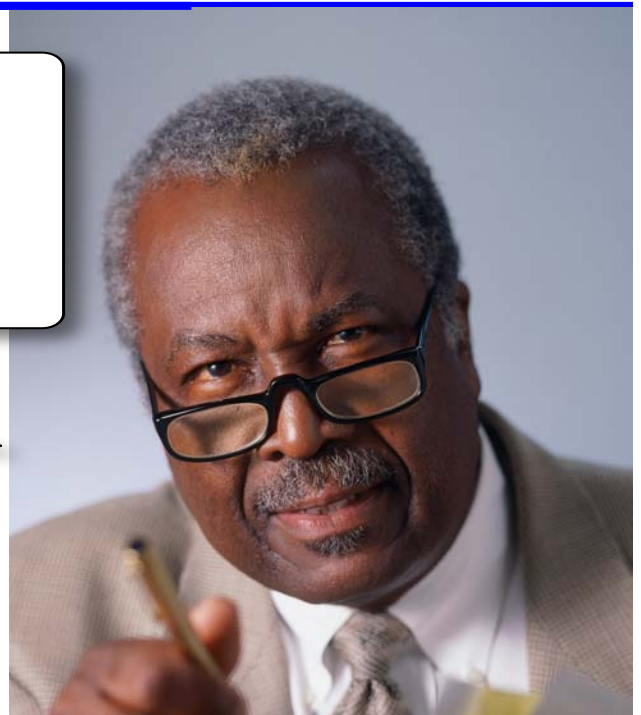


**How can I tell if I am getting a Comprehensive Eye Exam?**

**Dilation Drops!!**



**“I am 73 and very proud of it. I feel good- I just let this glaucoma slip up on me and that is my handicap.”**



**“I think you should go to a doctor on a regular basis because they can catch something before it gets to a certain stage.”**

**“Seeing is my first priority. I even mention it to my Heavenly Father in my prayers to keep my vision. Once you lose your vision, you have lost your independence and I don’t want to be a burden on anyone else if I can help it.”**



**“I know God will take care of me, but I think he put doctors out there to help me.”**

## CHECK YEARLY!

JANUARY						
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

**Adults age 50 or over should receive a comprehensive dilated eye examination by an ophthalmologist or optometrist at least one time every year.**

“I must say, for everyone, sight is a terrible thing to lose. Everyone needs to have their eyes checked once a year.”

**When you schedule your yearly physical examination with your primary care doctor, schedule an appointment with your eye doctor, too!**



**5 minutes to discuss finding an eye doctor**

**Instructor Note: Refer to poster #6a**

**Common Barriers: #1 Finding an Eye Doctor**

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Refer to good things and bad things (Flip Chart # 2) to see if there were any barriers related to finding any eye doctor mentioned.

Engage participants in discussing how to deal with these challenges.

Ask who has a regular eye doctor.

Ask who has received a dilated comprehensive eye exam in the last year.

Describe the difference between an ophthalmologist, optometrist, and optician

Encourage them to ask about dilation when scheduling an eye exam.

Emphasize make an appointment and keep the appointment.

Select a few quotes to share with group.

Show workbook and reference list of eye doctors.

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Be **In**CHARGE of ...

## Finding an Eye Doctor



# Be **In**CHARGE of



**Finding an  
Eye Doctor**

There are two kinds of eye doctors who can help you to be **In**CHARGE of your vision and eye health. Whichever doctor you choose may be a matter of personal preference, or one specialist may be best for treating your particular eye problem. Make sure the doctor you choose will provide you with a **comprehensive dilated eye examination!**

### **Ophthalmologist** (op tha MOL o gist)

Ophthalmologists are Medical Doctors who provide the spectrum of full eye care, such as comprehensive eye examinations, prescribing eyeglasses, and performing surgery when needed such as removing a cataract. Ophthalmologists diagnose and treat complex eye diseases. Some ophthalmologists specialize in one particular eye disease (for example, glaucoma).

### **Optometrist** (op TOM i trist)

Optometrists are health care providers (Doctors of Optometry) who provide comprehensive dilated eye examinations, prescribe eye glasses, diagnose and treat common eye conditions. Your optometrist may refer you to an ophthalmologist to diagnose and treat more complex eye problems, for special procedures, or for an eye disease that requires surgery.

### **What is an Optician** (op Ti shin)

An optician specializes in filling prescriptions for eyeglasses — this includes, helping you select frames, making the eyeglasses and fitting them to your face. An optician does not provide a comprehensive dilated eye examination.

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**Make An Appointment • Keep The Appointment**

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**OPHTHALMOLOGISTS: East Birmingham/  
Medical Center East (Trinity)/ Montclair**

**Wayne P. Hyatt MD**  
52 Medical Park Drive East, Suite 211  
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Phone: 205-930-0930

**Ronald Braswell MD**

Address: 700 18th Street South,  
Suite 601  
City: Birmingham, AL. 35205  
Phone: 205-325-8620



**OPTOMETRISTS: Bessemer/McCalla**

**20/20 Optical**  
512 19th Street North  
Bessemer, AL. 35020  
205-424-2020

**Fred Wallace, OD**  
1431 Second Avenue  
Bessemer, AL. 35020  
205-425-5182

**Leon Renaud, OD**  
1511 4th Avenue North  
Bessemer, AL. 35020  
205-425-2401

**Carqus Eyecare**  
4760 Eastern Valley Road  
McCalla, AL. 35111  
205-477-0229

**OPTOMETRISTS: East Birmingham  
Crestwood/Montclair/Roebuck/Center Point**

**Schaffer Eye Center**  
1536 Montclair Road  
Birmingham, AL. 35210  
205-599-2020

**Schaffer Eye Center  
Medical Center East Hospital**  
50 Medical Parkway East Drive  
Birmingham, AL. 35235  
205-838-3686

**Eye Care Associates**  
Clyde G. Echols, OD  
2525 Center Point Parkway  
Birmingham, AL. 35215  
205-854-6080

**Eye Care Associates  
James E. Skoney, OD**  
315-C Gadsden Highway  
Birmingham, AL. 35215  
205-836-9300

**Pearle Vision Eye Care**  
9127 Parkway East  
Birmingham, AL. 35215  
205-833-3435

**Lens Crafters**  
9709 Parkway East  
Birmingham, AL. 35215  
205-838-4880

**OPTOMETRISTS: Southside**

**University Optometric Group**  
1701 19th Avenue South  
Birmingham, AL. 35205  
205-394-5161

**OPTOMETRISTS: Ensley/Hueytown**

**Eye Care Associates  
C.T. Crooks III, OD  
Jeffrey D. Hill, OD**  
3099 Allison Bonnett Memorial Drive  
Hueytown, AL. 35023

**OPTOMETRISTS: Helena**

**Family Eye Care of Helena**  
5358 Highway 17  
Helena, AL. 35080  
205-664-7577

**OPTOMETRISTS: Gardendale**

**Day Optometric Clinic PC**  
1501 Highway 31 North  
Gardendale, AL. 35119  
205-631-5681

**OPTOMETRISTS: Homewood**

**Red Mountain Eye Care**  
1919 28th Avenue South  
Homewood, AL. 35209  
205-879-6300

**Sarah L. Alvarez, OD**  
513 Brookwood Boulevard  
Homewood, AL. 35209  
205-877-2837

**Advanced Eye Care Center**  
**Alexia Vaughn, OD**  
833 Greensprings Highway  
Homewood, AL. 35205  
205-942-7740

**Advanced Eye Care Center**  
417 Valley Avenue  
Birmingham, AL. 35209  
205-942-7740

**OPTOMETRISTS: Hoover/Vestavia Hills**

**Alabama Family Eye Care**  
2321 John Hawkins Parkway  
Hoover, AL. 35244  
205-733-0507

**Eye Care Associates**  
2100 Data Park Circle  
Hoover, AL. 35244  
205-982-5000

**Jim H. Day Jr., OD**  
1851 Montgomery Highway  
Hoover, AL. 35216  
205-987-2308

**Silliman Vision Eye**  
**Care Center**  
2870 Old Rocky Ridge Road  
Birmingham, AL 35245  
205-824-1257

**Eye Care First**  
**Charles A. Brock, OD**  
790 Montgomery Highway  
Vestavia Hills, AL. 35216  
205-823-4555

**Vestavia Hills Eye Care**  
2531 Rocky Ridge Road  
Birmingham, AL. 35243  
205-978-4088

**OPTOMETRISTS: Inverness/Highway 280**

**Sarah C. Gordon, OD**  
4647-H Highway 280  
Birmingham, AL. 35124  
205-991-0020

**Snider Vision Development Center**  
4000 Meadow Lake Drive  
Birmingham, AL. 35242  
205-408-4414

**Darla Latham, OD**  
5021 Highway 280  
Birmingham, AL. 35242  
205-95-6313

**OPTOMETRISTS: Pelham**

**Pelham Eye Care**  
2617 Pelham Parkway  
Pelham, AL. 35124  
205-664-1575

**Tracy L. Mercer, OD**  
Jill K. Meyer, OD  
3429 Highway 31 North  
Pelham, AL. 35144  
205-663-3937

**The Eye Place**  
4500 Valleydale Road  
Birmingham, AL. 35247  
205-995-0700  
205-95-6313

**OPTOMETRISTS: Pinson/Trussville**

**Dr. Optical PC**  
5239 Old Springville Road  
Pinson, AL. 35126  
205-854-6700

**Eye Care Solutions**  
1825 A-Valley Circle (Highway II)  
Trussville, AL. 35243  
205-681-2020

**Vision First Eye Center**  
3240 Edwards Lake  
Parkway  
Birmingham, AL. 35235  
205-949-2020

**OPHTHALMOLOGISTS: Montgomery**

**Total Eye Care**  
4255 Carmichael Ct. North  
Montgomery, AL 36106  
Phone: (334) 277-9111

**Montgomery Eye Care Associates**  
6880 Winton Blount Boulevard, Suite A  
Montgomery, AL. 36117  
334-260-8511

**Retina Specialists of Alabama**  
2055 Normandie Dr., Suite. 314  
Montgomery AL, 36111  
Phone: (334) 263-0105

**Montgomery Eye Physicians**  
2752 Zelda Rd.  
Montgomery AL, 36106  
Phone: (334) 271-3804

**OPTOMETRISTS: Montgomery**

**Montgomery Optometric Clinic**  
5783 Carmichael Parkway  
Montgomery, AL. 36617  
334-271-2020

**Earnest Sisneros, OD**  
2250 Eastern Boulevard  
Montgomery, AL. 36117  
334-396-9998

**Sam's Club Vision Center**  
1080 Eastern Boulevard  
Montgomery, AL. 36109  
334-272-9703

**Hour Glass Optical**  
**Becky Drizzle, OD**  
1659 Perry Hill Road  
Montgomery, AL. 36106  
334-271-5101

**Total Eye Care**  
4255 Carmicheal Court  
North  
Montgomery, AL. 36106  
334-277-9111

**Family Vision Clinic**  
**Larry Rodgers, OD**  
5757 Atlanta Highway  
Montgomery, AL. 36117  
334-271-3405

**Primary Eye Care Associates**  
241 North Court Street  
Montgomery, AL. 36104  
334-387-0500

**Montgomery Eye Physicians**  
2752 Zelda Road  
Montgomery, AL. 36106  
334-271-3804

**Coates Optical Center**  
**G. Gavin McFadden, OD**  
4131 Troy Highway  
Montgomery, AL. 36116  
334-288-2021

**Vision Partners at Eastchase**  
2080 Berryhill Road  
Montgomery, AL. 36117  
334-387-2020

**Wal-Mart Vision Center**  
851 Ann Street  
Montgomery, AL. 36107  
334-223-7161

**Jeffrey B. Ford, OD**  
1963 Walnut Street  
Montgomery, AL. 36106  
334-230-9694

**Sharper Vision Eye Wear**  
**Adrienne R. Ray, OD**  
3447 McGhee Road, Suite F  
Montgomery, AL. 36111  
205-613-6614

**Lens Crafters -  
Eastdale Mall**  
**Charles R. Goodman, OD**  
1110 Eastdale Mall  
Montgomery, AL. 36117  
334-272-4722

**Family Vision Clinic**  
306 Coliseum Boulevard  
Montgomery, AL. 36109  
334-271-4214

**Montgomery Eye Physicians**  
**Fred B. Setzer, OD**  
8131 Seaton Place  
Montgomery, AL. 36116

**Make An Appointment**

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**Keep The Appointment**

**When You Make An Appointment, Be Sure to Ask:**

- Will my eyes be dilated?

**Instructor Note: Refer to poster #6b  
Common Barriers: # 2 Transportation**

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Refer to Good and Bad Things (Poster 2) to see if there are any barriers related to transportation.

Inform group of the most common reason people do not keep their eye doctor's appointments (drawn from focus groups data): **Do not have transportation to their doctor's appointment!**

Is this true for anyone?

Use questions to generate discussion as needed.

Ask if anyone has had to cancel an appointment? If so, why?

Select a few quotes to share with the group.

Engage participants in discussing how to deal with this challenge.

Show workbook and reference list of local transportation resources.

Share personal quotes

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Be **In**CHARGE of ...

Getting There:  
Transportation



Be **In**CHARGE  
of



**Finding  
Transportation**



## Ask Yourself:

Getting to places I need to go is difficult for me.

Yes       No

I have had to cancel an appointment because I did not have a way to get there.

Yes       No

I can call a family member or friend to give me a ride when I need one.

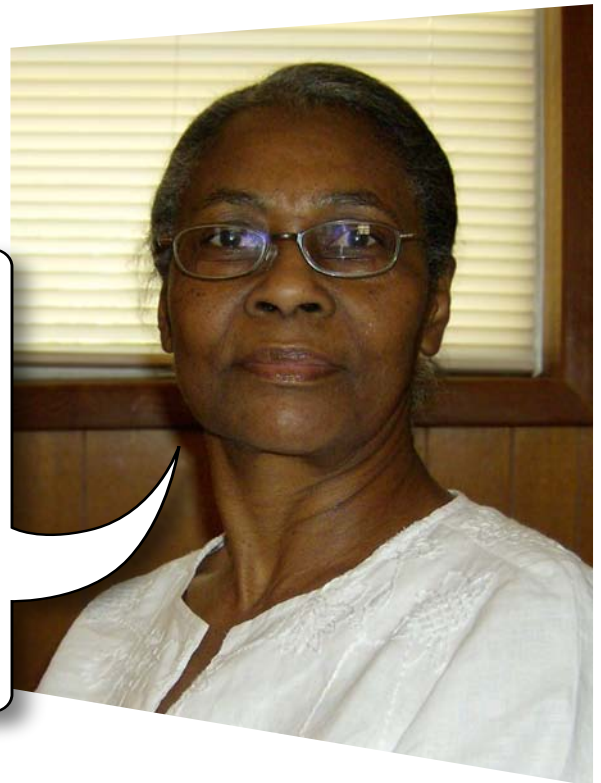
Yes       No

I know of other transportation services in my community that I can call to get a ride to the eye doctor.

Yes       No

I have learned over the years to make friends with younger people because my friends are more or less in worse shape than I am.

“Older African-Americans down through the years have been handicapped by money, transportation and they just can’t get to the eye doctor. Some older people are just too proud to ask for help to get around and get transportation and stuff like that.”



Sometimes I can’t drive. There are lots of people who can’t drive and they don’t have anybody to take them. It is hard to get somebody sometimes to take you places.

“I know several friends that have had difficulty getting there because I have carried certain friends to the eye doctor.”



You can't get to the eye doctor for a comprehensive dilated eye examination if you don't have transportation. It is one of the biggest challenges in keeping an appointment.



There are many resources in Birmingham that you can use to get a ride to the doctor's office.

If a family member or friend is unable to give you a ride to your doctor's appointment, many of these services are free, or are offered at a reduced fare:

- **ClassTran:** (205) 325-8787. Will provide transportation to the doctor and home for approximately \$8 round-trip.
- **MAX:** (205) 521-0101. Will provide transportation to the doctor and home for approximately \$3 round-trip.
- **Need-A-Ride:** (205) 744-5111. Will provide transportation in Birmingham for \$20 round-trip or \$10 one way. Fee will vary if transportation is needed outside the Birmingham area.
- **Women on Wheels:** (866) 791-8646. A program sponsored by the United Way to provide transportation services to women over age 60. Fee is \$20 round trip.
- **J&B Passenger Service:** (205) 781-5702. Fee will depend on drop off location and whether a wheel chair is needed. Estimated rate for ride from Fairfield to UAB is \$25.
- **Serenity Transport:** (205) 833-4444. Will provide transportation in Birmingham for \$20 round-trip or \$10 one way.
- If you are eligible for **Medicaid**, you may be able to receive transportation to and from the eye doctor. (Medicaid also pays for comprehensive eye examinations).

For more resources, contact your  
**Birmingham Area Agency on Aging at (205) 325-1416**

<b>Service Organization</b>	<b>Service</b>	<b>Address</b>	<b>City, Zip Code</b>	<b>Phone Number</b>
Adamsville Senior Center	Demand/Response Transportation	4819 Main St.	Adamsville 35005	(205)674-3011
AL Dept. of Human Resources-Jefferson Co.	Demand/Response Transportation	11 W. Oxmoor Rd.	Birmingham 35211	(205)945-3787
Always There In-Home Care, Inc.-Hoover	Non-Emergency Transportation	625 Lorna Square	Hoover 35216	(205)824-0224
Bessemer Senior Center	Demand/Response Transportation	Jesse Lanier Manor	Bessemer 35020	(205) 481-4438
Brighton Senior Center	Demand/Response Transportation	4100 Main St.	Brighton 35120	(205) 426-4171
Collegeville Senior Center	Demand/Response Transportation	3029 - 29th Ave. N.	Birmingham 35207	(205) 521-7869
Ensley Senior Center	Demand/Response Transportation	St. John Episcopal Church 2709 Ensley Ave.	Birmingham 35218	(205)788-0994
Fairfield Senior Center	Demand/Response Transportation	6400 Terrace Ave.	Fairfield 35064	(205) 780-0404
Forestdale Senior Center	Demand/Response Transportation	1375 Tommahawk Rd.	Birmingham 35214	(205)798-5882
Fresh Air Accessible Transportation	Demand/Response Transportation	P O Box 618	Dolomite 35061	(205)744-7475
Graysville Senior Center	Demand/Response Transportation	171 Second St. S.W.	Graysville 35073	(205)674-0209
Home Instead Senior Care-Vestavia	Demand/Response Transportation	2059 Columbiana, Suite 105	Vestavia 35216	(205)822-1915

<b>Service Organization</b>	<b>Service</b>	<b>Address</b>	<b>City, Zip Code</b>	<b>Phone Number</b>
Home Instead Senior Care-Vestavia	Non-Emergency Transportation	2059 Columbiana, Suite 105	Vestavia	(205)674-3011
Hoover New Horizons	Non-Emergency Transportation	Hoover Parks and Rec. 600 Municipal Dr.	Hoover	(205)945-3787
Hoover Senior Garden	Demand/Response Transportation	Bluff Park Community School, 571 Park Ave.	Hoover	(205)824-0224
Hueytown Senior Center	Demand/Response Transportation	1322 Hueytown Rd.	Hueytown	(205) 481-4438
Leeds Senior Center	Demand/Response Transportation	804 Parkway Dr.	Leeds	(205) 426-4171
McAlpine Senior Center	Demand/Response Transportation	1115 Ave. F, Ensley	Birmingham	(205) 521-7869
Midfield Senior Center	Demand/Response Transportation	589 Bessemer Super Hwy.	Birmingham	(205)788-0994
Morris Senior Center	Demand/Response Transportation	P O Box 94	Morris	(205) 780-0404
Mt. Olive Senior Center	Demand/Response Transportation	P O Box 276	Mt. Olive	(205)798-5882
Muscoda Senior Center	Demand/Response Transportation	400 Asbury Howard St.	Bessemer	(205)744-7475
New Hope-South Avondale Senior Garden	Demand/Response Transportation	4022 Fourth Ave. S.	Birmingham	(205)674-0209
New Merkle Senior Garden	Demand/Response Transportation	4405 Dolly Ridge Rd.	Birmingham	(205)822-1915

<b>Service Organization</b>	<b>Service</b>	<b>Address</b>	<b>City, Zip Code</b>	<b>Phone Number</b>
Pratt City Senior Garden	Demand/Response Transportation	329 Ave. G (Pratt City)	Birmingham 35214	(205)798-7297
Saint John Senior Garden	Demand/Response Transportation	1101 Alexander St.	Dolomite 35061-1101	(205)744-5552
Smithfield Senior Center	Demand/Response Transportation	805 First St. N.	Birmingham 35204	(205) 521-7734
St. Joseph Senior Garden	Demand/Response Transportation	1100 - 31st St., Ensley	Birmingham 35214-5452	(205)786-5402
Sylvan Springs Senior Center	Demand/Response Transportation	130 Rock Creek Rd.	Mulga 35118	(205) 491-2841
Titusville Senior Garden	Demand/Response Transportation	524 - 6th Ave. S.	Birmingham 35205-3221	(205)254-6332
Travelers Aid Society of Birmingham	Demand/Response Transportation	3600 - 8th Ave. S., Room 110W	Birmingham 35222	(205)322-5426
Warrior Senior Center	Demand/Response Transportation	103 Church St.	Warrior 35180	(205) 590-1815
YMCA-Birmingham (Western)	Demand/Response Transportation	1195 Bessemer Rd.	Birmingham 35228	(205)923-1195

**\*Transportation Resources provided by  
Alabama Department of Senior Services AGELINE**

Transportation is an important part of taking care of your health. Older African-Americans say that one of the biggest barriers to getting a comprehensive eye examination every year is actually getting to the doctors office for the appointment.



If you do not regularly drive a car, there are many resources in your area that you can use to get a ride to the doctors office. Many of these services are free, or are offered at a reduced fare.

In Montgomery, transportation resources for adults over age 60 include:

- **Montgomery Area Council on Aging:** The Council offers a YellowCab program where you can receive taxi services at a reduced fare. This service will provide transportation to the doctor's office, the pharmacy, the post office, or the grocery store for approximately \$6 (round-trip). Call (334) 263-0532 for more information.
- **Montgomery Area Paratransit:** Will provide transportation to individuals age 55 and older or persons who have a physical disability. This service will take you to the doctor and home for approximately \$4 (round-trip). Call (334) 240-4691 for more information.
- If you are eligible for **Medicaid**, you may be able to receive transportation to and from the eye doctor. Medicaid also pays for comprehensive eye examinations.

For more resources, contact your **Montgomery/Central Alabama Area Agency on Aging** at **(334) 240-4666** or toll free at **(800) 264-4680**

<b>Service Organization</b>	<b>Service</b>	<b>Address</b>	<b>City, Zip Code</b>	<b>Phone Number</b>
AL Dept. of Human Resources-Montgomery Co.	Demand/Response Transportation	3030 Mobile Hwy.	Montgomery 36125	(334)293-3100
Capital Area Transit	Public Transportation	2318 W. Fairview Ave.	Montgomery 36108	(334)240-4012
Cloverdale Senior Center	Demand/Response Transportation	Southside Church of Christ 3389 S. Hull St.	Montgomery 36105	(334)834-6831
Elder Care Solutions	Non-Emergency Transportation	906 S. Perry St.	Montgomery 36130	(334)240-0016
Freewill Senior Center	Demand/Response Transportation	1724 Hill St.	Montgomery 36104	(334) 262-2294
Home Instead Senior Care-Vestavia	Non-Emergency Transportation	2059 Columbiana, Suite 105	Vestavia 35216	(205)822-1915
Madison Park Senior Center	Demand/Response Transportation	Union Chapel AME Zion Church	Montgomery 36110	(334) 272-6681
McIntyre Senior Center	Demand/Response Transportation	1249 Hugh St.	Montgomery 36104	(334)240-4478
Montgomery Area Council on Aging	Non-Emergency Transportation	115 E. Jefferson St.	Montgomery 36104	(334)263-0532
Montgomery Area Paratransit	Bus Fares/Discounts	2318 W. Fairview Ave.	Montgomery 36108	(334)240-4691
Montgomery Area Paratransit	Demand/Response Transportation	2318 W. Fairview Ave.	Montgomery 36108	(334)240-4691
Montgomery Area Paratransit	Disabled/Handicapped Vehicle Conversion	2318 W. Fairview Ave.	Montgomery 36108	(334)240-4691



Service Organization	Service	Address	City, Zip Code	Phone Number
Montgomery Area Paratransit	Driver Safety Programs	2318 W. Fairview Ave.	Montgomery 36108	(334)240-4691
Montgomery Area Paratransit	Non-Emergency Transportation	2318 W. Fairview Ave.	Montgomery 36108	(334)240-4691
Montgomery Area Paratransit	Public Transportation	2318 W. Fairview Ave.	Montgomery 36108	(334)240-4691
Montgomery Area Transit System	Demand/Response Transportation	2318 W. Fairview Ave.	Montgomery 36108	(334)262-7321
Morningview Senior Center	Demand/Response Transportation	Morningview Baptist Church	Montgomery 36109	(334)396-7888
Mt. Meigs Senior Center	Demand/Response Transportation	836 Gibbs Rd.	Pike Road 36064	(334)215-1806
Ramer Senior Center	Demand/Response Transportation	Dunbar Elementary School	Ramer 36069	(334) 562-9175
Shiloh Senior Center	Demand/Response Transportation	452 Cramer Ave.	Montgomery 36130	(334)269-9412
St. Paul Senior Center	Demand/Response Transportation	St. Paul AME Church 706 E. Patton Ave.	Montgomery 36130	(334)286-9778
Volunteer & Info Center, Inc.	Bus Fares/ Discounts	312 Montgomery St., Suite 303	Montgomery 36103	(334)264-3335
Volunteer & Info Center, Inc.	Disabled/ Handicapped Vehicle Conversion	312 Montgomery St., Suite 303	Montgomery 36103	(334)264-3335
Volunteer & Info Center, Inc.	Non-Emergency Transportation	312 Montgomery St., Suite 303	Montgomery 36103	(334)264-3335

**\*Transportation Resources provided by  
Alabama Department of Senior Services AGELINE**

## **Display poster #6c**

### **Common Barriers: # 3 Covering the Cost**

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Refer to Good and Bad Things (Poster 2) to see if there are any barriers related to covering the cost of a comprehensive eye exam.

Inform group of one of the four most common reasons people do not keep their eye doctor's appointments (drawn from focus groups data): **Unable to pay for the eye exam/Difficulty paying for an eye exam!**

Is this true for anyone?

Use questions to generate discussion as needed.

Select a few quotes to share with the group.

Engage participants in discussing how to deal with this challenge.

Discuss medicare/medicaid

Show workbook and reference list of payment option resources.

Describe Voucher

Share personal quotes

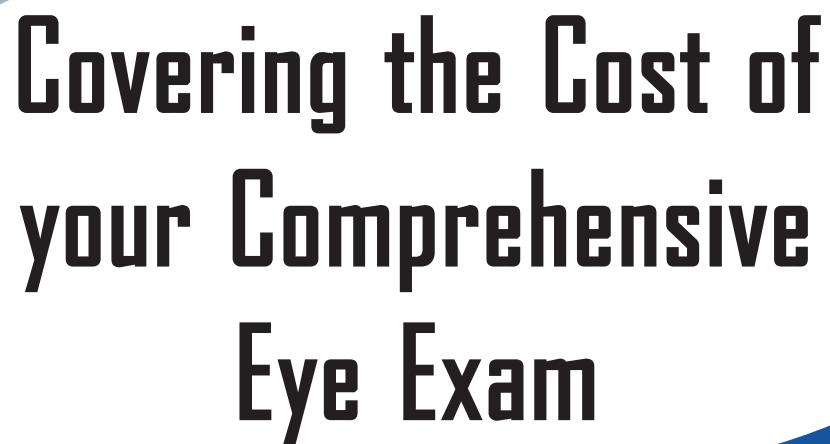
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Be **In**CHARGE of ...

Covering the Costs



# Be **In**CHARGE of



**Covering the Cost of  
your Comprehensive  
Eye Exam**

### Ask Yourself:

I have health insurance that would cover all or part of a comprehensive eye exam.

Yes       No

I would be able to pay \$20 for an eye exam once a year.

Yes       No

I have not made an appointment for an eye exam because I am unable to pay for it.

Yes       No

The good news is that health insurance like Medicare or Medicaid will cover much of the cost of a visit to the ophthalmologist or optometrist. The following resources may be able to help you with the cost of eye examinations, eyeglasses, or prescription drugs.

### **FOR PERSONS WITH MEDICARE**

If you are diagnosed with a medical condition during your comprehensive dilated eye examination, Medicare will cover all but \$20 of the exam's cost. This is a small price to pay once a year for good eye health!

Medicare will cover some or all of the cost of your eyeglasses after you have cataract surgery, depending on what eyeglass frames you select.

For more information, contact Medicare at 1-800-633-4227.  
Website: <http://www.medicare.gov>

### **FOR PERSONS WITH MEDICAID**

Medicaid will cover one comprehensive eye examination every two years, regardless of whether you are diagnosed with an eye condition or not.

If you are diagnosed with an eye condition, Medicaid will cover all the cost of a comprehensive eye examination.

Medicaid will cover the cost of new eyeglasses once every two years and also after cataract surgery. There are certain frames you will be asked to select from, if you want Medicaid to cover all the cost.

## Resources For Comprehensive Eye Examinations

**EyeCare America**, is a public service foundation of the American Academy of Ophthalmology (AAO). They provide comprehensive eye exams and care for up to one year, often at no out-of-pocket expense to eligible callers. Website: <http://eyecareamerica.org>.

### **Senior EyeCare Program 1-800-222-3937**

Designed to provide medical eye care to the nation's disadvantaged senior citizens, 65 or older without access to an ophthalmologist.

### **Diabetes EyeCare Program 1-800-272-3937**

Provides eye care to persons with diabetes who have not seen an ophthalmologist in 3 or more years.

### **Glaucoma EyeCare Program 1-800-391-3937**

Provides an eye examination and glaucoma test to older adults who are at risk for Glaucoma.

### **National Eye Care Project**

Sponsored by the Centers for Medicare and Medicaid Services, the American Academy of Ophthalmology, and the American Optometric Association to increase the dilated eye exam rate among Medicare beneficiaries with diabetes. If you are a U.S. citizen or legal resident age 65 and older, have not seen an ophthalmologist in the last three years or more, and do not belong to an HMO or have Veteran's vision care, you can call a toll-free number and NECP will match qualifying persons with a volunteer ophthalmologist in their area who has agreed to provide a comprehensive medical eye exam and up to one year of follow-up care with no out-of-pocket expense to you.

**Telephone 1-800-222-EYES (3937) 24 hours a day, seven days a week.**

**VISION USA**, coordinated by the American Optometric Association (AOA), provides free eye care to uninsured, low-income workers and their families. Telephone: 1-800-766-4466.

Website: <http://www.aoa.org/x1061.xml>.

**“If you want help, all you have to do is call. If you let someone know, I think you can get help, really.”**

## Resources For Eye Care

**Lions Clubs International** provides financial assistance to individuals for eye care through local clubs. A local club can be found by calling the LCIF Grant Programs Department at (630) 571-5466 x393. Website: <http://www.LionsClubs.org>

**Knights Templar Eye Foundation** provides assistance for eye surgery for people who are unable to pay or receive adequate assistance from current government agencies or similar sources. Mailing address: 1000 East State Parkway, Suite I, Schaumburg, IL 60173. Telephone: (847) 490-3838. <http://www.knightstemplar.org/ktef/>.

**Mission Cataract USA**, coordinated by the Volunteer Eye Surgeons' Association, is a program providing free cataract surgery to people of all ages who have no other means to pay. Surgeries are scheduled annually on one day, usually in May. Telephone: 1-800-343-7265. <http://www.missioncataractUSA.org>.

## Resources For Prescription Drugs

**The Medicine Program** assists people to enroll in one or more of the many patient assistance programs that provide prescription medicine free-of-charge to those in need. Patients must meet the sponsor's criteria. The program is conducted in cooperation with the patient's doctor. Mailing Address: P.O. Box 4182, Poplar Bluff, MO 63902-4182. Telephone: 1-866-694-3893. Website: <http://www.themedicineprogram.com>.

**Partnership for Prescription Assistance** offers a single point of access to more than 475 public and private patient assistance programs, including more than 150 programs offered by pharmaceutical companies. Telephone: 1-888-477-2669. Website: <https://www.pparx.org>.



**Medicare prescription drug coverage** is available to everyone with Medicare. Individuals must be enrolled in a Medicare prescription drug plan that requires payment of a monthly premium and deductible. If you have limited income, you may qualify for extra help. Most people who qualify for this extra help will pay no premiums, no deductibles, and no more than \$5 for each prescription. The amount of extra help depends on your income and resources. For more information on Medicare prescription drug coverage, call Medicare at 1-800-MEDICARE (1-800-633-4227). You can also call Social Security at 1-800-772-1213 or visit to a local Social Security office or *www.socialsecurity.gov*.



“It is in your control to go to the doctor. If you can’t afford it, tell somebody! Don’t be quiet– If something is bothering you, let somebody know because they can help. I wish everybody could know that. I know a lot of people all over the world is suffering.”

## **Resources For Eyeglasses**

**All InCHARGE participants are eligible to receive \$50 off any pair of prescription eyeglasses.**

You may receive a \$50 coupon towards the costs of a new pair of eyeglasses. Simply receive a comprehensive eye examination and have your eye doctor sign part of the voucher. Then take the coupon and your eyeglass prescription to one of twelve different optical centers in the Birmingham or Montgomery area to receive the \$50 discount.

Look inside your InCharge tote bag and find your \$50 eyeglass coupon.

If you have any questions, please contact June Weston at (205) 488-0777.

**15 minutes to discuss communication strategies, questions to ask, and trust issues**

## **Display poster #7**

### **BE InCHARGE OF THE CONVERSATION**

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Ask one or two questions on “Ask Yourself” page. Have participants raise their hands if Yes.

Ask group- “What do you like/dislike about going to the doctor?”  
**(2 minutes)**

Discuss Patient Rights; Focus on I II, IV, and V

Engage participants in discussion about their relationship with their doctors (**2 minutes max**)- “How many of you feel comfortable talking to your doctor?” “How many of you feel you trust your doctor?”

Want to spend a few minutes on some specific strategies you can use in conversation with eye doctor

How many have ever used any of these strategies?  
How did it make you feel?

Mention four or five on the list of questions people can ask before they leave the doctor’s office

Ask How many feel comfortable that they can do these things at their next office visit?

And when will their next office visit be?

Select one or two quotes to share at end of the discussion.

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# Be **In**CHARGE of ...

## The Conversation



- ✓ Express Interest in Your Vision
- ✓ Ask Questions
- ✓ Write it down
- ✓ Speak up!
- ✓ Don't Give Up
- ✓ Build Trust

# Be **In**CHARGE of the Conversation



**Communicating  
with Your  
Eye Doctor**

### **Ask Yourself:**

I feel that my doctor has my best interest in mind.

Yes       No

I feel comfortable asking my doctor questions.

Yes       No

I understand everything that my doctor tells me about my vision.

Yes       No

My doctor listens to what I have to say.

Yes       No

**I. Information Disclosure**

You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.

**II. Choice of Providers and Plans**

You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.

**III. Access to Emergency Services**

If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.

**IV. Participation in Treatment Decisions**

You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.

**V. Respect and Nondiscrimination**

You have a right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other health care providers.

**VI. Confidentiality of Health Information**

You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant, or complete.

**VII. Complaints and Appeals**

You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

Source: **Patient Bill of Rights, Advisory Commission on Consumer Protection and Quality in the Health Care Industry, US Government, 1997**

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Many people are intimidated by doctors, and find it hard to ask questions. But remember, it's your vision and your eyes! Most doctors will appreciate your desire to take responsibility, and will encourage you to be an active participant in your treatment and eye care. Don't be afraid to **Take Charge!**

### Having a Good Conversation

It is your responsibility to be **In**CHARGE of the conversation with your eye doctor.

- As a patient, you have the right to be a partner in your eye care and to receive a clear explanation of the doctor's findings and proposed treatment.
- Let the doctor know you are interested in your eye health and that you want an explanation as the doctor examines your eyes.

### Being a Good Listener

Over half of all patients forget what the doctor tells them in an examination—Many patients could not repeat what the doctor said one hour after leaving the office!

- **Write It Down!** Take a piece of paper with you into the examination room. Write down what the doctor is telling you, or have the doctor write down your diagnosis and the instructions for treatment. You will not forget and can learn more about it when you are home.
- **Ask for a brochure or written material.** Many doctors have information that you can take with you to read in detail at home.
- **Take someone with you!** Ask a friend or family member to go with you to the eye doctor. Then you will have a second set of ears to hear what the doctor says about your eyes.



## Speak Up!

Your doctor is there to provide you with good eye care and to help you with your vision. If your doctor says something you don't understand, speak up!

- Ask the doctor to explain your diagnosis and treatment in another way.
- Repeat it back to the doctor to be sure you understand.
- If the doctor talks too fast, ask them to slow down or to repeat something if you did not hear all of it.
- Don't let feelings of fear, embarrassment, or frustration stop you from asking questions.

## Don't Give Up!

Doctors can't spend as much time with each patient as they would like. If it seems like they are in a hurry, you can slow it down— it is your right to get answers about your vision!

- Ask the doctor to repeat his diagnosis and treatment plan.
- Call the doctor's office if you think of questions later. The nurses, pharmacists, and entire health team is there to help.
- Don't give up! You need to understand— your health is too important!

**“When I go there, I have a list telling the doctor what has happened to me.”**




**Here are some questions about your eye care to ask your doctor before they leave the room:**

- What is my diagnosis?
- What caused this condition?
- Can my condition be treated?
- What treatment do you recommend?
- How long does treatment last?
- What are the benefits of this treatment?
- What are the risks and side effects of this treatment?
- How will this condition affect my vision now?
- How will this condition affect my vision in the future?
- Are there any symptoms I should watch for?
- Should I do anything different in my daily life?
- Is there any printed material on my condition I can take with me?



“Some of us are maybe afraid to say anything to the doctor. After the doctor leaves the room, we ask the nurse, “what did that mean or why did the doctor say that”. We need to learn to speak up and ask the doctors questions because we are paying the doctor or your insurance is paying them so make the doctor stop and take time to talk to you. Even if you think the doctor is in a hurry make them take time, ask them. If you don’t understand, don’t just sit there and shake your head and say yes, I understand, stop and ask the doctor.”

Communication is an important part of building trust with your doctor.



“Both of my doctors talk to me because I talk to them and ask a lot of questions.”

## What is Trust?

- Having confidence or faith in another person
- Letting others in on your problems, concerns, and knowing they will not take advantage of you.
- Assuming that others will not intentionally hurt or abuse you
- Relying on others to treat you in a fair, open, and honest way

Don't let a bad experience in the past affect your future! Think about what is best for your eye health. There are ways that you can be **In**CHARGE and build trust with your eye doctor.

## How Can I Build Trust With My Doctor?

- Understand doctor's job
- Communicate!
- Share your Feelings
- Ask Questions
- Participate in the Decision-Making Process



“When my doctor uses a medical term I ask what it means. If you don’t, you won’t get an answer.”

“If we don’t share with our doctors the symptoms we have, we limit his opportunity for making a proper diagnosis.”

“I have a good rapport with my doctor. He comes in the room and pulls his chair up and gets the chart and goes through page to page to let me know what is going on. Then you ask questions about your body so he can give you the right answer.”

“I think the important thing is to get on the same page and let the doctors know that you are taking responsibility for your health and that you will be upfront with him and that is what you want him to be with you. I think they respect you more.”



## Instructor Note:

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**\* Check time:** You should be at 55 minutes to 1 hour (max)

Time: 5 minutes to discuss goal setting and next steps

Ask class what they have learned (open ended).

Display poster to summarize:

**Display Poster #8 “I AM InCHARGE”**

Select one or two quotes to read to the group

Ask how many will leave here and make an appointment to get an eye exam?

Ask participants “What are your goals after you leave here today”

What are your goals for the next 6 months?

What are your goals for the next 5 years

Who can help you with your plans?

**Emphasize the 5** take home messages of the class (poster).

Reference workbook to show the eye care commitment form and encourage them to go home and complete it.

# I AM **In**CHARGE

1. I will get a comprehensive Eye Examination Every Year.
2. I will have my eyes dilated during the examination.
3. I will find a doctor and get there.
4. I will communicate and build trust with my doctor.
5. I will make an appointment and keep the appointment in the next six months.

Be  
**In**CHARGE  
of Your  
Future



Setting My Own  
Goals for My  
Eye Health

**I AM **In**CHARGE because...**

- I know that getting a comprehensive dilated eye exam can prevent vision loss.
  
- I know the eye problems common among older African Americans: blurry vision, glaucoma, diabetic retinopathy.
  
- I know why my eyes should be dilated during the examination.
  
- I know that I should receive a comprehensive dilated eye examination at least one time each year.
  
- I know there are places I can call to help me get to the doctor's appointment and help with the cost.
  
- I know I can control the conversation with my doctor.
  - I know my rights as a patient.
  - I know ways to talk to the doctor.
  - I can build trust with my doctor.
  
- I know I can plan for my future by setting my own goals to improve my eye health.



Be **In**CHARGE

**Step 1:**

**Make an Appointment**

**Step 2:**

**Keep the Appointment**

**Step 3:**

**Get a Comprehensive  
Dilated Eye Exam  
Every Year**

**“If you can pass that information please do so because I have glaucoma and wasn’t even aware of it. I lost view out of one eye and some view out of the other. I was totally unaware and stubborn at the time by not getting it checked.”**

**“You never miss it until you see where you are going to lose it. That is when you find out how important it is to you.”**

**“If I had it to do all over again, I would check it every year. I am thankful for the sight I do have.”**



**“Your body tells you when you need to go see a doctor, but sometimes we overlook it. Our problem sometimes, I hate to say it, is laziness. “I’ll be alright tomorrow” but you might not. There are people who know and still won’t go and see about themselves.”**

### **Ask Yourself:**

I have learned something today about the importance of comprehensive dilated eye exams.

Yes       No

I understand that older African-Americans are at greater risk for eye disease and vision loss.

Yes       No

I feel more confident in communicating with my doctor.

Yes       No

I would like to receive a comprehensive, dilated eye examination each year.

Yes       No

You have taken an important first step to better eye health by participating in this class. But don't stop there! Be **In**CHARGE! Make a commitment to yourself by setting your own goals for better eye health. Follow these important steps:

**Step 1: Decide on your long-term goal for eye health**

What are you hoping to accomplish with this plan? What do you want your vision to be like in 2 years? In 5 years? Be specific.

**Step 2: Decide on a short-term goal for eye health**

What do you want to accomplish in the next year? (e.g., receiving a comprehensive dilated eye exam). What can you do in the next 2 weeks to make progress toward your goal? Why is this important?

**Step 3: List the benefits of achieving your goals**

What are the good things about taking these actions? What will be the benefit to you on a daily basis?

**Step 4: List the barriers of achieving your goals**

What would be the hardest part of taking these actions? Why? What could you do to overcome these barriers and achieve your goals? List specific strategies.

**Step 5: Identify responsibilities for carrying out your plan**

Who will be responsible for taking these actions?

**Step 6: Friends and/or family members who can help**

Who are your friends and family members that you want to share your goals with? What will you ask them to do? How can they help you achieve your short and long-term goals?

Complete these steps using the form on the next page.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**My Long-term Goals for Better Eye Health (e.g., 2 years, 5 years):**

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**My Short-term Goals for Better Eye Health (e.g., in the next year):**

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**Why is This Important For Me?**

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**Benefits to My Plan:**

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**Barriers to My Plan:**

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**Who are My Friends and Family Who Can Help Me?**

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**I agree to try to do the activities listed in this plan. I am making a commitment to myself to achieve these goals in the next year.**

**Signature** \_\_\_\_\_

## **Instructor Note:**

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### **Display Poster #1 PROGRAM LOGO and QUOTE**

Be sure everyone has completed the Registration Form,  
Pre-test Survey

### **Collect forms before dismissing class**

Show totebag and items they will receive

- Calendar to record appointment time (reminder on front)
  
- Hang on to your workbooks, it will contain everything we talked about during our class today.
  - List of transportation resources
  - List of Birmingham and Montgomery area eye doctors
  - Payment resources
  - Commitment form
  - Eye health resources
  - How to contact your instructor

Remind about \$50 Eyeglasses Coupon and how to receive  
Call UAB for assistance

Thank you all for your interest in being InCharge of your eye health!

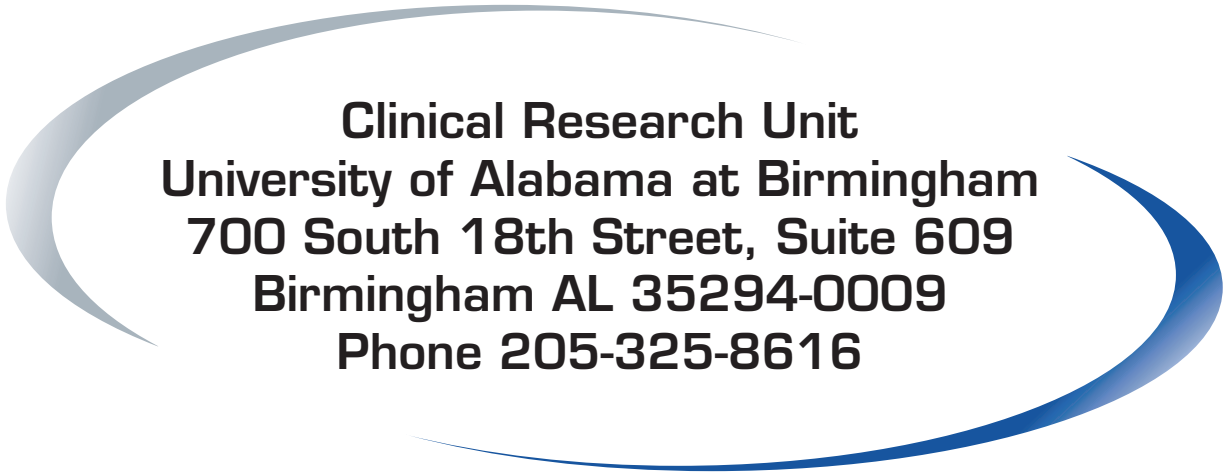
**Wear your button to lunch!**

**If you have any questions about the information  
presented in the**



## **Eye Health Class**

**please contact us at the number below:**



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Phone 205-325-8616**