

By Cynthia Matossian, MD



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Interdisciplinary meetings help improve treatments

Keeping everyone up to speed creates better patient care and happier employees.

We make a concerted effort to ensure that doctors, ODs, and the management team are on the same page. When: a piece of equipment needs updating; new treatments become available; a shift in patient trends is detected; or when issues regarding staff arise; the whole team is apprised. How? Through the

administrator, office manager, billing supervisor, clinical research coordinator and CFO.

TECHNOLOGIES

Patient care and integration of various technologies are among the most valued topics discussed. We want to make sure everyone understands how to accurately use the technology and interpret the results. For us, a vertically integrated process is one in which our optometrists evaluate patients and, when appropriate, send them to our ophthalmologists for treatment or surgery.

These meetings are also used to address problems with products or equipment. For instance, a doctor may note that a laser needs a service call for better calibration. Without that kind of input and attention to detail, equipment upkeep may be delayed.

CLINICAL

Our ODs are usually the first line of defenders in the treatment of meibomian gland dysfunction and dry eye disease. An increase in blepharitis or dry eye cases may create a bot-

tleneck in patient flow. When issues of patient access are brought up at the meeting, we, as a team, come up with solution options. New procedures that physicians have integrated into their armamentarium are shared among the group to encourage cross referrals.

For example, two of our glaucoma specialists are performing micro-invasive glaucoma surgery with the iStent; an OD is fitting scleral lenses and our oculo-plastics specialist has started to recommend a new skin care line.

A STAKE IN THE PRACTICE

At our meetings, we also review finances, accounts receivable and other data, such as the number of new patients and procedures performed. Sharing this dashboard with all providers levels the playing field.

Being transparent about finances creates a team approach. Everybody has the same information and feels a stake in the success of our practice.

Most importantly, clear communication is the key for continued success. **OM**

Meeting Room

power of the MD/OD meeting. At these monthly gatherings, we review data generated from our vertically integrated practice.

Besides the physicians and ODs, those who have a seat at the table are our practice

