Tele-Ophthalmology: Emergency Eyecare Treatment Centre (EETC) Model

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Introduction
EETC model (as modelled in NHS Forth Valley):
Services/staff involved: community optometrists, 6 Hubs staffed by experienced optometrists (1 independent prescriber (IP) and 1 non IP optometrist per hub), 1 tele-ophthalmologist, Urgent Referral Clinic (URC) staffed by ophthalmologists.

1. Patients are triaged by community optometrists
2. If patient needs to be seen face to face, they are referred to a Hub for an appointment
3. If ophthalmology input is required, NearMe (Attend Anywhere) video link is used to contact Tele-ophthalmologist – live images seen by ophthalmologist
4. If hospital review is required, tele-ophthalmologist arranges a review in URC

Aims
To describe the novel tele-ophthalmology model of emergency eye care.

Methods
Following prospective data was collected (3rd April 2020 – 28th June 2020):
- Total number of patients seen across all the Hubs
- Referrals to the tele-ophthalmology
- Referrals to the hospital URC clinic
- Number of patients seen in URC over 3 months period in pre-EETC conventional model and EETC model

Results

| Total patient interactions (F2F and phone) | 2058 |
| Face to face (F2F)                     | 1405 |
| Phone                                  | 653  |

Tele-ophtalmology consultation outcomes

<table>
<thead>
<tr>
<th>EETC Optoms</th>
<th>Teleopth (video)</th>
<th>Teleopth (phone)</th>
<th>Teleopth (email)</th>
<th>HES referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1605</td>
<td>236</td>
<td>122</td>
<td>95</td>
<td>137</td>
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Total number of patients seen in Urgent Referral Clinic over 3 months period

| Pre-EETC model | 1007 |
| EETC model     | 244  |

Conclusions
The EETC model proved to be an efficient and patient centered model. It significantly reduce the pressure on Hospital Eye Care services by enabling a large proportion of ocular emergencies to be managed in the community with ophthalmology input where required.

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