

# PATIENT'S EXPECTATION REGARDING COMPREHENSIVE EYE EXAMINATION AMONG YOUNG ADULTS IN SHAH ALAM

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## INTRODUCTION

- ✓ Understanding patient's expectation is the key element in delivering a high quality eye care services. The eye care professional was reported to have low to moderate awareness towards patient's expectation (Rozenblum et. al, 2017).
- ✓ Previous expectation studies have been focused on primary care settings, special cluster or specific clinical outcome, yet little is known about local young adults expectations in an eye care services.
- ✓ Therefore, the aim of this research is to investigate the expectation regarding comprehensive eye examination among young adults in Shah Alam

## OBJECTIVES

### GENERAL OBJECTIVE

- ✓ To investigate the expectation regarding comprehensive eye examination among young adults in Shah Alam.

### SPECIFIC OBJECTIVES

- ✓ To determine the factors that contributes on young adults expectation regarding comprehensive eye examination
- ✓ To determine the difference of expectation between young adults who attending comprehensive eye examination and never attending comprehensive eye examination

## METHODOLOGY

- **Study design:** cross sectional study
- **Sample size:** 202
- **Sampling location:** MSU Eye Centre and Section 13, Shah Alam Selangor

**Tools:**  
The validated Eye Care Expectation Survey - ECES (Dawn et al., 2005) was adopted.

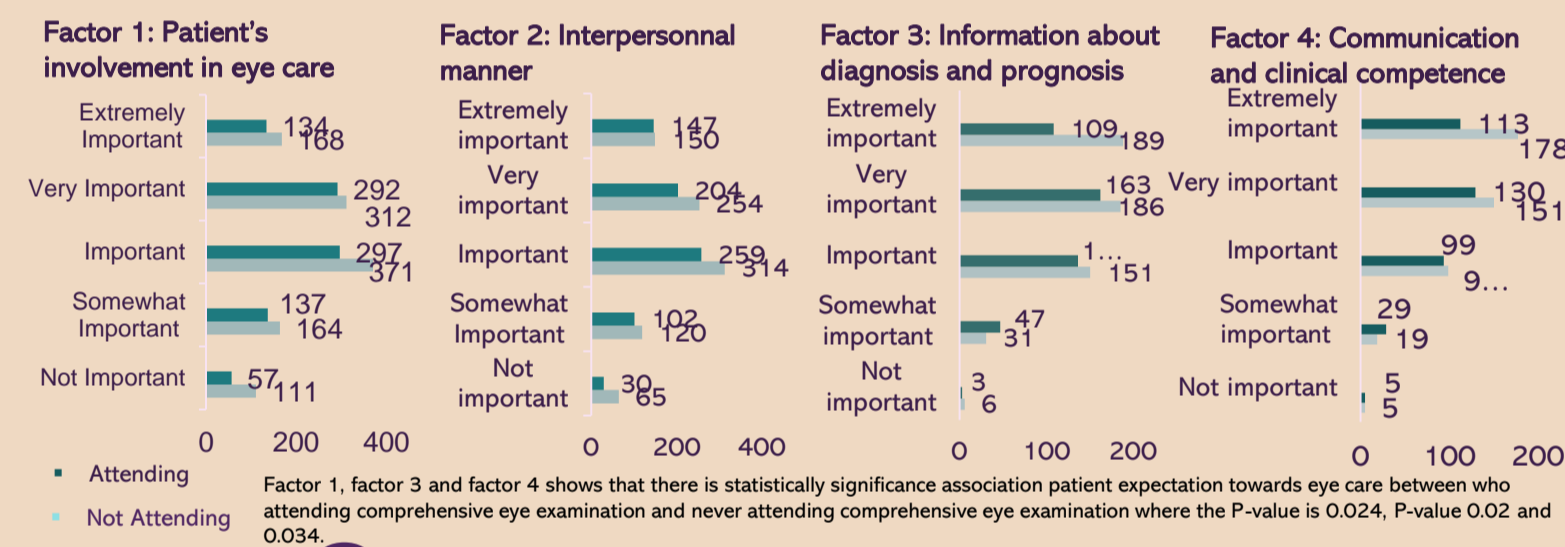
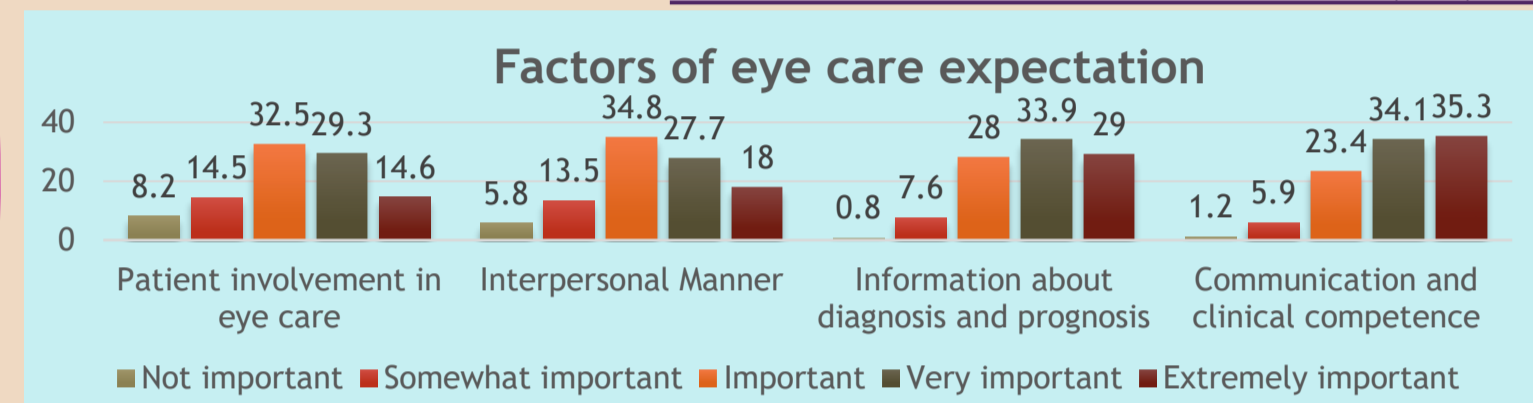
- **Inclusion criteria:** Young adult between 18-35 years old
- **Exclusion criteria:** Subject with no systemic disease, ocular disease or under follow up with general or eye doctor in hospital

**Procedures:**  
. ECES was distributed to two groups, those who have attended and those that have not attended comprehensive eye examination in Shah Alam

## RESULTS

Description	Mean (±SD) / Frequency (%)
Age (years)	22.42 ± 2.76
Comprehensive eye examination	
Attending	113 (45.1%)
Never attending	93 (54.9%)
Gender	
Male	64 (31.1%)
Female	142 (68.9%)

Description	Mean (±SD) / Frequency (%)
Educational level	
Did not complete high school	6 (2.9%)
High school graduate	15 (7.3%)
Diploma / Matriculation / Foundation	65 (31.6%)
Bachelor level	120 (58.3%)
Rating vision	
Very poor	7 (3.4%)
Poor	18 (8.7%)
Fair	41 (19.9%)
Good	93 (45.1%)
Excellent	42 (20.4%)



## DISCUSSION

- ✓ **Communication and clinical competence** is the highest factor of expectation regarding comprehensive eye examination.
- ✓ Good communication skill play an important role in establishing **a quality provider-patient relationship** (Levinson et al 2010). Moreover, improving these communication skill can improve **healthcare outcomes**.
- ✓ Those who attended comprehensive eye examination is significantly associated with high expectation. This is supported by Adugnaw & Fikre (2016) that showed pre-consultation and post-consultation patient have their **own expectation and satisfaction**.
- ✓ As for limitation, due to the study setting in university, the patient experience and viewpoint in this study did not reflect a culturally diverse population.

## CONCLUSION

Communication and clinical competence is the important factor that patient anticipate in comprehensive eye examination. Thus, addressing the patient's expectation will assist in adherence of treatment given.

### REFERENCES

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