

R1 R2 R3 PG0 PG1 Estagiário Tecnólogo
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Service (sector) Trauma N° CEP

Assessment of the level of comprehension of medical orientations given to patients in an Ophthalmologic Emergency Room

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Purpose: To verify the level of comprehension of medical orientations given to patients assisted by the Ophthalmology Emergency Room at UNIFESP-EPM. **Methods:** A total of 100 interviews are intended to be made in the period of Oct - Nov, 2001 at random hours and days. The questions will determine patient socio-economical status and the level of comprehension of all the explanations given by the medical staff including the name of the disease, its gravity, the treatment prescribed (the name of the medication, its dosage and duration). The degree of satisfaction of the patient with the assistance and the presence of unanswered doubts or questions will be verified. **Results:** At the present time 30 interviews have already been made with the following partial results: 14 patients (46,7%) had been examined for the first time for the current complaint; 10 patients (33,4%) had been previously assisted by a public hospital before coming to our ER; 6 patients (20%) could recall the name of the doctor who had examined them; 6 (20%) weren't able to repeat the diagnosis; 4 patients (13,3%) were not able to explain the gravity of their disease; 28 patients (93%) hadn't received a prescription; 14 (46,7%) patients could recall all the orientation given by the doctor (name of medication, dosage and duration); 26 patients (86,6%) declared an intention to follow the treatment; 10 patients (33,4%) still had unanswered questions with reasons varying from shame to the duration of the visit. Twenty-four patients (80%) were very satisfied and 6 (20%) were moderately satisfied. Patients were also subjectively classified by the interviewer into good level of comprehension (22 patients - 73,4%), moderate level (4 patients - 13,3%) and low level of understanding (4 patients - 13,3 %). No patients intended to look for assistance elsewhere. **Conclusions:** Despite the fact that all the patients were at least moderately satisfied, an important number of them declared not to have the intention to follow the orientation. Further interviews are going to be made in order to complete the analysis.