CASE STUDY



Sunderland Specialist Eye Hospital improves continuity of care and streamlines orthoptic services with mediSIGHT

Head Orthoptist Rafaela Schelle and her team provide paediatric, strabismus, stroke and specialist orthoptic services. With patients often seeing several members of the team, accurate clinical records and easy access to information are essential for safe, consistent care.

From paper records to a digital orthoptic workflow

Before implementing mediSIGHT, the department relied entirely on paper records. Patient notes had to be retrieved and transported between sites, creating delays and making it difficult to guarantee that the right information was available when needed. Orthoptic findings were recorded on blank A4 sheets, with clinicians writing down the information they needed for each patient.

The approach also made audit and research difficult. Identifying patients with particular conditions could involve searching for separate spreadsheets and then retrieving individual records from mediSIGHT. Paper records also made it harder to compare previous findings and establish a clear picture of a patient's progress.

Since adopting mediSIGHT, the team has retained their efficient and patient centered clinical workflow, whilst gaining structured digital documentation and immediate access to patient information.

Designed around the way orthoptists work

The team makes extensive use of mediSIGHT's Strabismus, Paediatrics and Orthoptics module. Its structured approach reflects the test-driven nature of orthoptic practice, allowing clinicians to work through familiar assessments without having to recreate information manually.

This includes:

- Ocular motility assessments
- Structured orthoptic examination recording
- Auto-fill functionality for frequently recorded information
- Orthoptic and clinical diagrams
- Patient summaries and previous assessment history
- Visual progress charts
- Cross-specialty patient records
- Automated correspondence and documentation

mediSIGHT diagrams are also used to record and map areas such as lumps, bumps and lesions. Rafaela says the user experience has been positive, with the benefits of reliable digital documentation outweighing the changes involved in moving away from paper.

“Being able to see that summary screen, 8 diopters given, 7 diopters, 6 diopters, 5 diopters, you can see that the patient's improving straight away.”

Seeing progress, not just recording it

One of the mediSIGHT features Rafaela says she would struggle to work without is the ability to see visual progress over time. Previous and current assessments can be viewed together, while visual progress charts highlight changes that might otherwise be missed during a busy clinic.

For orthoptic patients, this can be particularly useful when monitoring changes in vision or treatment response. Rafaela also uses the summaries to follow changes in prism levels, giving the team an immediate view of whether a patient is improving or regressing.

Supporting clinical decisions and treatment pathways

Having the patient's history, summaries and progress readily available helps orthoptists build a clear picture of the overall patient journey, even when time is limited. Rafaela says this gives her greater confidence when deciding whether a patient should continue treatment, stop treatment or be discharged.

For example, where vision remains consistently unchanged despite good compliance, the available history and treatment information can support a confident decision to stop treatment rather than continuing follow-up for several additional months.

The **Clinic List module** also makes it easier to understand where a patient is on their appointment journey. A typical patient may see an orthoptist, have imaging, see nursing colleagues and then see a consultant. mediSIGHT provides visibility of these stages within the same patient record.

“Not having to draw everything out from a documentation perspective is very handy, especially certain areas where you can auto fill and it's very quick to record.”

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“We run virtual orthoptic clinics: we have team members running clinics from home with a video consultation on one screen and mediSIGHT on the other.”

Supporting post-operative strabismus care through virtual clinics

The ability to securely access mediSIGHT away from the hospital has also changed how the department offers some post-operative reviews. Patients who previously returned to hospital around two or three weeks after surgery can, where appropriate, be assessed remotely.

During a virtual consultation, the orthoptist can access the patient's mediSIGHT record while conducting a video appointment. Where a patient has a problem, such as irritation from residual stitches, they can be brought back into hospital. Where the assessment is satisfactory, the patient may be discharged without an unnecessary return visit.

For the department, this provides an additional way to manage clinical capacity where physical clinic rooms are limited. It also gives team members greater flexibility to deliver appropriate reviews remotely.

More consistent communication with patients and GPs

Correspondence has also become more straightforward. Previously, orthoptists had to type letters individually in Microsoft Word, print them and send copies to patients and GPs. The process was labour intensive and did not always result in every recipient receiving full, accurate documentation.

With mediSIGHT, correspondence is automatically created and batch printed, helping the team process letters more efficiently and consistently.

Enabling audit, research and service development

The structured nature of digital records also creates opportunities beyond the individual patient record. The department currently uses a separate spreadsheet to identify patients for certain audits and data studies. Access to mediSIGHT's Audit Suite provides a more direct way to search and analyse the underlying clinical data.

The Audit Suite allows users to drill down into their data, to identify trial candidates, support research analysis and identify areas for service improvement without relying on manual searches through paper records or spreadsheets.

A more connected, flexible way to deliver orthoptic care

For Rafaela and her team, mediSIGHT has gone beyond replacing paper notes. The combination of structured orthoptic recording, visual progress tracking, access to the wider patient journey and secure remote access has supported a more connected way of working.

The result is a system that supports the team's established orthoptic operating procedures while making information easier to find, compare and share across the patient's care journey.

“The motility and strabismus module has been well developed, allowing all findings to be accurately recorded. The system encourages development of audits and research and the ongoing support from the mediSIGHT team has been fantastic.”

Key benefits

- **More efficient clinical activity:** Reduced time spent on manual documentation and correspondence, freeing up clinicians to spend more time on patient care.
- **Better-informed clinical decisions:** Clear visibility of previous assessments and treatment progress supports informed decisions about treatment, follow-up and discharge.
- **Fewer unnecessary hospital visits:** Virtual reviews and more confident discharge decisions can reduce avoidable appointments, saving patients time and helping trusts make better use of resources.
- **Improved use of clinical capacity:** Flexible remote consultations help manage demand and make better use of available clinical resources.
- **Better patient monitoring and continuity of care:** Visual progress tracking and access to consistent patient information supports effective monitoring and coordinated care across clinical teams.

About mediSIGHT

mediSIGHT is an ophthalmology electronic medical record designed to support specialist clinical workflows, including Strabismus, Paediatrics and Orthoptics.

More information?

Contact us for a full demonstration
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“That used to be a barrier, having to type out a letter to then send it to patients. The automated letter feature frees up time for more clinical activity.”