A) Agenda and time setting

B) Establish patient’s initial thoughts / attitude towards the prescribed medication

C) Establish patient’s baseline knowledge and therefore information needs – confirm type of glaucoma

D) Agree agenda incorporating patient needs; address all of the information outlined in discussion topics below but tailored to patient knowledge level as reported at stage C.

Discussion topics:
  What is glaucoma?
  What causes glaucoma?
  What creates the pressure?
  How will this affect me?
  Treatment with eye drops
  Drop Application Techniques

E) Establish patient’s thoughts / attitude towards the prescribed medication. Tailor further information and discuss:

      Side effects

F) Determine patient’s optimism for treatment and address any ambivalence

G) Discuss patient’s self efficacy and develop strategies to enhance self
Tailor further information and discuss:

      Drop taking regimen

H) Discuss patient’s outcome expectancy, if ambivalence identified, return to decisional balance and then key question.