

Transcription details:

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S1: 00:02 WS1217DR. Okay. So, um, first, we're gonna start off with some general questions just about, like, your diabetes care, um, how you take care of your eyes, things like that. So what are some things that you do each day that are related to your diabetes?

S2: 00:24 What do I do, like work or something?

S1: 00:26 Or, like, do you take medications?

S2: 00:29 Yes, I take medication.

S1: 00:30 Okay. What do you do every day? Are you, like, checking your sugar, watching--

S2: 00:33 I get up and--

S1: 00:34 --what you eat?

S2: 00:35 --take my sugar and take my insulin--

S1: 00:37 Okay.

S2: 00:37 --and all my pills. Every morning and every evening--

S1: 00:40 Okay.

S2: 00:40 --I do all that.

S1: 00:41 What do you see as, like, your biggest priority in your diabetes care?

S2: 00:46 Watch what I eat.

S1: 00:46 Okay.

S2: 00:47 That's my biggest one.

S1: 00:48 Okay. Um, are there things that you watch out for-- or, like, what things do you watch out for to let you know that your diabetes may be getting worse?

S2: 00:59 Um, sometimes I have to watch because it-- when it gets worse, I ha-- I get, like, real sweaty and stuff--

S1: 01:07 Okay. Okay.

S2: 01:08 --in the back of my neck and get real sick to my stomach--

S1: 01:10 Mm-hmm.

S2: 01:11 --or [inaudible].

S1: 01:12 And h-h-how does-- how does your diabetes affect your eyes?

S2: 01:17 Uh, I haven't really had diabetic tests for my eyes yet or anything, hardly.

S1: 01:21 Okay. Um, have you noticed, like, any-- or what specific changes have you noticed in your eyes?

S2: 01:27 Well, since I had my appointment last-- on the 6th--

S1: 01:30 Mm-hmm.

S2: 01:32 --I had my cataracts taken about five or six years ago, and the--

S1: 01:35 Okay.

S2: 01:35 One of the lenses are starting to fall-- fog.

S1: 01:37 Okay.

S2: 01:37 And that's why they want me to come back today and let them get the floaters on my [inaudible].

S1: 01:41 Yeah, when did you start to notice those floaters?

S2: 01:44 Floaters? Uh, this week.

S1: 01:46 This week?

S2: 01:47 Yes, mm-hmm.

S1: 01:47 Okay. Um--

S2: 01:48 Yes.

S1: 01:49 And what does your doctor say about the changes that you're noticing?

S2: 01:54 Well, that's why I had to come back to see that surgeon. He's gonna tell me what's going on and everything.

S1: 01:57 Okay. Um, is there anything that's, um, hindering you from discussing these issues with your doctor?

S2: 02:05 No, mm-mm.

S1: 02:06 No? Okay. Um, and what has your doctor told you about how diabetes has affected or might affect your eyes?

S2: 02:15 She always told me to be careful what I do, what I--

S1: 02:18 Mm-hmm.

S2: 02:19 --the way I have to watch and look at things and stuff and everything. That's--

S1: 02:23 Mm-hmm.

S2: 02:23 --about it.

S1: 02:24 Yeah. And what do you-- what do you know about, um, your eye condition specifically, like, diabetic retinopathy? What do you know about that?

S2: 02:31 Not too much.

S1: 02:32 Not too much?

S2: 02:33 [inaudible]. This--

S1: 02:34 Um--

S2: 02:34 This is the first I had trouble with them.

S1: 02:36 Okay. Were you familiar with, um, the risk of diabetic retinopathy?

S2: 02:42 Yes, I had-- so-some people that I know had it, and--

S1: 02:45 Okay.

S2: 02:46 --they just tell me about the problems--

S1: 02:47 Okay.

S2: 02:48 --they have and everything.

S1: 02:49 Mm-hmm. Has your doctor explained it to you, like, what, what happens to-- what's happening to your eyes when you have this issue?

S2: 02:57 I haven't had too much talk with the doctor yet about it. That's--

S1: 03:00 Okay.

S2: 03:00 --why I, I have the meeting to-- the surgeon today.

S1: 03:03 Okay. Today, is that when you plan to--

S2: 03:05 Yeah.

S1: 03:05 --have all--?

S2: 03:05 Mm-hmm.

S1: 03:06 Okay.

S2: 03:06 Yeah.

S1: 03:07 What kinda questions are you thinking about asking your doctor?

S2: 03:10 Number one: how to get rid of the floaters. [laughter] That seems about it.

S1: 03:14 That ought to help the-- your vision.

S2: 03:16 Isn't that the truth?

S1: 03:18 Yeah.

S2: 03:18 Yeah.

S1: 03:19 Um, where do you--?

S2: 03:20 [crosstalk].

S1: 03:20 Do you typically get your eye exams here?

S2: 03:22 Yeah, I go to Dr. M all the time.

S1: 03:24 Okay. Um, could you describe, like, the usual steps and procedures that are taken for, like, your normal eye visits?

S2: 03:33 Whe-when I go in, they start with you-- to take the vision tests off-- on the wall. They, they lower it or, I think, make the letters big or small.

S1: 03:43 Okay.

S2: 03:45 And then they'll-- then he'll come out, and then they'll put stuff in my eyes [inaudible].

S1: 03:48 Mm-hmm. Do you always get your eyes dilated at these exams?

S2: 03:53 Yes.

S1: 03:53 Okay. Um, when was your last dilated exam?

S2: 03:57 Uh, last-- I was with one of the doctors on the 6th, and she dilated my--

S1: 04:03 Of this month?

S2: 04:03 Yes.

S1: 04:03 Of June?

S2: 04:04 Mm-hmm, yes.

S1: 04:04 Okay. So, like, a couple weeks ago?

S2: 04:07 Yeah.

S1: 04:07 What is today? Yeah, a couple weeks ago.

S2: 04:08 Today's the 19th.

S1: 04:09 Um, how often do you think you should have your eyes checked?

S2: 04:13 Uh, Dr. M says I should have it done once a year.

S1: 04:17 Okay. Um, what was your experience with getting your eyes dilated last time?

S2: 04:24 Well, it's just--

S1: 04:25 Like wha-- how did you f-- how did it-- did you feel like you were prepared well? Like, how did it feel?

S2: 04:32 I was prepared for it because I had it done quite a few times.

S1: 04:35 Oh, yeah. Um, so let's talk about-- some more about, like, your visits to receive eye care. Um, what does the scheduling process look like?

S2: 04:48 It looks pretty good.

S1: 04:49 Okay. Um, what does your doctor's availability look like?

S2: 04:55 They were real good.

S1: 04:56 Okay.

S2: 04:56 It was real good.

S1: 04:57 You feel, um-- do you have any comments about, like, the scheduling process or your doctor's availability that--?

S2: 05:03 No.

S1: 05:04 No? Okay. Um, what kind of recommendations on eye care do you receive?

S2: 05:15 They just tell me watch what I do and stuff.

S1: 05:17 Okay. Um, do you have, like, any challenges that you face in receiving your eye care?

S2: 05:24 No.

S1: 05:24 No?

S2: 05:24 Mm-mm.

S1: 05:25 Um, what about any suggestions for maybe improving the experience of your eye care visits?

S2: 05:33 None, really.

S1: 05:35 Not really? Okay. I mean, that's a good thing.

S2: 05:37 Yeah.

S1: 05:38 Um, what are some ways that you take care of your eyes?

S2: 05:43 Well, get up every morning and check and make sure they're not red and stuff--

S1: 05:47 Mm-hmm.

S2: 05:48 --inside.

S1: 05:48 Yeah, okay. Um, do you wear, like, protective sunglasses, or do your--?

S2: 05:53 These are tinted glasses that--

S1: 05:55 Okay.

S2: 05:56 --he has given me because I'm not really-- since I had my cataracts, I don't have to wear them, but--

S1: 06:00 Mm-hmm.

S2: 06:01 --I use these for reading and when--

S1: 06:02 Okay. That's good. Um, do you take any supplements like multivitamin, a fish oil, like--?

S2: 06:08 I take, uh, vitamin B3.

S1: 06:11 Okay. Um, what about-- you said you take insulin, right?

S2: 06:16 Yeah.

S1: 06:16 Do you have any other specific medications for your diabetes?

S2: 06:19 I take, uh, metformin.

S1: 06:21 Okay.

S2: 06:21 It's 500 milligrams twice a day.

S1: 06:23 Okay. Do you like that medication? Do you feel like it works?

S2: 06:26 I ha-haven't had any trouble with it or anything. Then I take--

S1: 06:28 Okay.

S2: 06:28 --Jardiance--

S1: 06:29 Okay.

S2: 06:30 --once today. But the prices of that Jardiance is outrageous.

S1: 06:35 Mm-hmm.

S2: 06:35 I couldn't believe it. The other day, she co-- my-- it was \$781 that I had to pay out of my pocket.

S1: 06:41 How often do you have to pay--

S2: 06:42 Every th--

S1: 06:42 --that?

S2: 06:43 Every three months.

S1: 06:45 Do--?

S2: 06:45 And I can't afford it, to be honest with you.

S1: 06:47 Do they offer any kind of, like, programs to maybe lower the price?

S2: 06:52 I haven't heard from anything--

S1: 06:53 No?

S2: 06:53 --yet. Mm-mm.

S1: 06:54 Hmm, okay. Um, have you s-- been ab-- have you met with your doctor since the-- you were given that price for your medication?

S2: 07:01 I have to meet with her Tuesday, and I'll talk to her about it--

S1: 07:05 Okay.

S2: 07:05 --on Tuesday.

S1: 07:06 Okay. Good. Good. Um, whenever you're working, like, on the computer or, like, watching TV or something, do you ever give your eyes a rest?

S2: 07:14 Yeah.

S1: 07:15 You do? Um--

S2: 07:15 Yeah.

S1: 07:16 Do you do it, like, because they feel like they need rested, or do you do it because you know you're supposed to do it every now and then?

S2: 07:23 I do it all the time.

S1: 07:24 Okay.

S2: 07:25 Yeah, [inaudible] with-- I don't know how to run a computer. [laughter] I've never learned that yet.

S1: 07:31 Um, are you currently using any eye drops?

S2: 07:35 Yes, they gave me i-- I can't think of the name of it.

S3: 07:47 Prednisone.

S1: 07:48 Oh.

S3: 07:48 It's a type of [cortisol?].

S1: 07:50 Prednisone, how often are you supposed to take that-- or yeah.

S2: 07:52 Every four-- every four hours.

S1: 07:53 Every four hours?

S2: 07:54 Yeah.

S1: 07:54 Okay. Have you been, um-- ha-have you been doing them previously, or are they just--?

S2: 07:59 Every time-- every four hours, I try--

S1: 08:00 Okay.

S2: 08:00 --to keep, keep up with them.

S1: 08:02 Okay. Um, what has your eye or diabetes doctor told you about the risk of vision loss or, like, blindness due to diabetes?

S2: 08:13 They haven't said much about it [to me?].

S1: 08:14 Haven't said much about it?

S2: 08:15 No, mm-mm, no.

S1: 08:16 Have they explained, um, what is currently happening to your eyes with the diabetic retinopathy?

S2: 08:23 No.

S1: 08:23 No, they haven't?

S2: 08:24 No, no.

S1: 08:25 Okay. Um, do you-- does that worry or concern you that you're not too knowledgeable about it?

S2: 08:32 Uh, it does.

S1: 08:33 Okay.

S2: 08:33 'Cause I don't wanna lose my eyes.

S1: 08:35 Yeah, yeah. Um, is there anything that's, like, um, making you hesitant to ask your doctor questions about that?

S2: 08:43 No.

S1: 08:43 You just haven't had the opportunity yet? I know you--

S2: 08:45 Mm-hmm.

S1: 08:45 --said--

S2: 08:46 No, I haven't talked to him yet about it.

S1: 08:48 Okay. Um, could you give an example of when y-you were able to express, like, a concern or a worry with your doctor or when you weren't able, either/or?

S2: 09:01 I never talk too much about anything.

S1: 09:02 Okay.

S2: 09:03 They quickly examine my eyes. I just come and let them do what they have to do and, and then leave.

S1: 09:08 Okay. You just get, get it done with and--

S2: 09:11 Right.

S1: 09:12 Okay.

S2: 09:12 Right.

S1: 09:13 Um, what about questions that you typically ask your doctor? Can you give an example of a question that you would ask?

S2: 09:20 I just asked him one time about how long would it-- I had to-- w-with these lenses, how long--

S1: 09:27 Hmm.

S2: 09:27 --w-would I have to have them changed and stuff.

S1: 09:29 Hmm, okay. Do you ever tell them, like, specifically what is good for you for them to do?

S2: 09:36 No.

S1: 09:36 No?

S2: 09:36 Mm-mm.

S1: 09:37 Okay. Um, if you had to tell your doctor, like, what to do to provide eye care that's, like, the best for you, how would you explain for them to do that?

S2: 09:50 I'd just explain if I need any kind of medication to use on them or not.

S1: 09:55 Okay. Um, and how serious do you think that diabetes can cause vision loss for you personally?

S2: 10:06 I'd say about a 10.

S1: 10:07 A 10? Pretty--

S2: 10:08 Mm-hmm, yes.

S1: 10:08 --serious, you think?

S2: 10:09 Yes, mm-hmm.

S1: 10:10 Okay. Um, w-what brings on that worry? Like, is there a specific reason that you think it's that serious?

S2: 10:16 It, it just-- things like what's happening now drives me.

S1: 10:19 Uh-huh, okay, mm-hmm.

S2: 10:21 It worries me. Uh, I'm a worrywart when things--

S1: 10:23 Yeah.

S2: 10:24 --happen like that.

S1: 10:25 I understand that. Trust me. Um, could you describe your current vision? Um--

S2: 10:32 Right now, my left eye is blurry, and I can't see very good out of it.

S1: 10:35 Okay.

S2: 10:36 But my right eye's good.

S1: 10:38 Okay. And then you've noticed some recent changes - right? - with, like--

S2: 10:41 Yep.

S1: 10:41 --the floaters?

S2: 10:42 Yes.

S1: 10:43 Okay. Any other recent changes?

S2: 10:45 No.

S1: 10:46 Okay. Um, so you have, um, diabetic retinopathy. Do you have-- you had cataracts previously?

S2: 10:54 Yes.

S1: 10:54 Um, do you have glaucoma?

S2: 10:56 No.

S1: 10:57 Do you have, like, an age-related eyesight decline, like macular--

S2: 11:00 No.

S1: 11:01 --degeneration or--

S2: 11:01 [crosstalk].

S1: 11:02 --anything? What about dry eyes?

S2: 11:04 A s-- little bit.

S1: 11:06 Uh, a little bit? Okay.

S2: 11:07 Since I've been taking this eye-- [inaudible] eye drops [inaudible] getting dry.

S1: 11:11 Okay. Um, does-- do you have a family history of anything like that, like glaucoma, age-related decline, macular degeneration?

S2: 11:18 No, mm-mm.

S1: 11:18 No?

S2: 11:19 No.

S1: 11:19 Okay. Um, so how would you describe, um, like, your overall experience with being diagnosed with your eye condition?

S2: 11:33 It's, it's worrisome.

S1: 11:34 Worrisome?

S2: 11:35 Yes.

- S1: 11:35 Okay. Can you think of any way that, um, would maybe lessen that worry for you? Is there any way that, uh, like, your doctor could maybe help you understand things better to make you worry less?
- S2: 11:49 Get, get more information from him would help.
- S1: 11:51 More information?
- S2: 11:52 Yes, mm-hmm.
- S1: 11:52 Okay. Um, what helps you keep up with using regular healthcare services for your eyes or just regular he-healthcare?
- S2: 12:03 What? What do you mean on that?
- S1: 12:05 Like, uh, what motivates you to k-- like, keep up with your utilizing healthcare, like going to your checkups, treatments, things like that?
- S2: 12:17 Well, I have to go because of my sugar and stuff.
- S1: 12:19 Okay.
- S2: 12:19 Mm-hmm.
- S1: 12:20 Okay. Um, is there anything that discourages you from using eye-- like, eyecare services or anything?
- S2: 12:28 No, mm-mm.
- S1: 12:29 No?
- S2: 12:29 No.
- S1: 12:30 Um, can you share, like, a positive or a negative experience with, um, a healthcare service - so like a treatment, follow-up, maybe like your dilated eye exams, whatever - um, that have formed your attitudes towards seeking eye care?
- S2: 12:47 No.
- S1: 12:47 Can't think of anything?
- S2: 12:49 No.
- S1: 12:49 Okay. Um, do you have any suggestions for what could help patients have a better experience using their, um, diabetes and eye care?
- S2: 13:01 Just be careful what you do. That's all I know [crosstalk].
- S1: 13:03 Okay. Um, so moving on to, like, your daily diabetes care, do you have someone to help you with that daily?
- S2: 13:11 No.
- S1: 13:12 No? Um--
- S2: 13:12 I, I just follow up what I have to do every day with it.
- S1: 13:16 Okay. Do you feel comfortable enough to do it all on your own?
- S2: 13:19 Yeah.
- S1: 13:19 You do? You do feel confident in that?

S2: 13:21 Yeah.

S1: 13:21 Okay. Um, have you ever participated in, like, a diabetes education class?

S2: 13:26 No.

S1: 13:26 No?

S2: 13:27 No.

S1: 13:27 Um, do you have interest in participating in any kind of education class for diabetes?

S2: 13:35 I've been trying to get out of classes and stuff.

S1: 13:36 You don't want to? [laughter] That's okay. Um, do you have people that you can, like, share, like, your worries or fears about your diabetes or eyesight with?

S2: 13:47 Yeah, with my sisters.

S1: 13:49 Your sisters?

S2: 13:50 They're always around. Yeah.

S1: 13:51 When you share your fears, do they understand and, like, support you?

S2: 13:56 Yeah, because--

S1: 13:57 Yeah?

S2: 13:57 --my mother has sugar real bad, and that's where I inherited mine from, my mother.

S1: 14:00 Oh, okay. Okay. And when you get sick, do you have someone to help you with, like, daily chores or, like, transportation, medications, that kind of stuff?

S2: 14:11 Yeah.

S1: 14:11 Yeah.

S2: 14:11 My sisters help out.

S1: 14:11 Your sisters?

S2: 14:12 Yeah.

S1: 14:13 Okay. Are you close with your sisters?

S2: 14:14 Yeah, mm-hmm.

S1: 14:15 Okay. That's nice. Um, is there someone that you can call, um, to ask for advice about, about handling health or eye problems?

S2: 14:25 Uh, yes.

S1: 14:27 Who would that-- who would you usually call?

S2: 14:30 Uh, u-- call my neighbor. She's a nurse here at the university.

S1: 14:35 Oh, okay. That's good.

S2: 14:36 Yeah.

S1: 14:37 That's nice to have a neighbor who knows [crosstalk].

S2: 14:38 Right. And I have a niece. She's a nurse over at the university too.

S1: 14:43 Oh, that's good. You've got two contacts you can call. [laughter]

S2: 14:47 Right, right.

S1: 14:49 Um, so a couple more questions: um, how much does your eyesight currently limit your ability to do things you want to do?

S2: 14:58 Not much, but n-- but now, it's just-- this worries me because I can't-- at nighttime, it's bu-- bothers me when I'm driving.

S1: 15:06 Yeah. Um, and then finally, what are your expectations for your visit today?

S2: 15:13 To see what, what they're gonna do with it.

S1: 15:15 Okay. Um, any specific questions that you're hoping to get answered?

S2: 15:21 I'm gonna see how long it's gonna take to get better.

S1: 15:23 Yeah. Um--

S2: 15:25 And what all they have to do--

S1: 15:27 Mm-hmm.

S2: 15:27 --[crosstalk] now.

S1: 15:28 Is there anything else that you wanna share about your diabetes-related eye problems or?

S2: 15:33 No.

S1: 15:33 No? Okay. Well, I really appreciate you sharing all that with me.

S2: 15:36 [Thank you?].