Several aspects of the visit to a pediatric ophthalmologist can determine the quality of the experience from the child’s perspective. The more positive the experience, the more likely a child will cooperate during a pediatric ophthalmology examination. In this issue, Tan et al. have outlined factors reported by children in a survey that can influence their experience in a pediatric ophthalmology setting. One of the concerns of the children was the length of the waiting time. Even when the office setting provides toys, movies, and other materials to occupy a child’s attention, it is important to shorten the waiting as best as possible. This may involve scheduling other intra-structural changes to accomplish the shortest waiting time. It is not surprising that a number of children found that visual acuity testing was the most difficult part of the examination. During visual acuity testing, children must make decisions, in a sense “perform,” in front of their parents or guardians, and it can be at times intimidating. Putting drops in children’s eyes is often not a pleasant experience for them and, therefore, it is important to explain to them the process and the expectations ahead of time. Finally, it is necessary for all staff in the clinical setting to be friendly, helpful, and understanding to both the child’s and the caretaker’s needs.

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