

## PATIENTS' FLOW IN IIUM OPTOMETRY CLINIC

Norfasihah Ahmad Fadzil<sup>1</sup>, **Norsham Ahmad**<sup>1\*</sup>

<sup>1</sup>Department Of Optometry and Visual Science, Kulliyyah Of Allied Health Sciences, International Islamic University Malaysia, Jalan Sultan Ahmad Shah Bandar Indera Mahkota, 25200 Kuantan, Pahang, Malaysia.

\*Corresponding author's email: [ansham@iium.edu.my](mailto:ansham@iium.edu.my)

### ABSTRACT

**Aims:** This study aims to determine the number of visits in each clinic which includes first and follow-up visits from 2014 to 2018. Patient compliance with their first appointment was also part of the purpose of this study. Besides, factors contributing to the rate of adherence to appointment were also studied in which race and age group were the factors that have been observed.

**Methodology:** The study is conducted as a descriptive retrospective study in which the data of patients visiting the IIUM Optometry Clinic is reviewed. The data of patients were collected from registration and appointment books of all clinics. Meanwhile, appointment compliance of first visit is analyzed using chi-square test.

**Result:** Total number of patients visit IIUM Optometry Clinic is 8346, and the number of visits which include follow-up is 11 856 in 5 years period. The study has also shown that race and age does not contribute to non-compliance of patients to their appointment.

**Conclusion:** The data showed that the total number of visits, including the number of follow-up from all clinics, was increased gradually from 2014 to 2018. Primary Care Optometry Clinic becomes the most visited clinic every year compared to the other clinics. Besides, race and age group is not associated with the patients' compliance with the appointment.

**Keywords:** IIUM Optometry Clinic, patients' flow, patients' compliance