

CASE STUDY

How Dr. Kahn **Reduced Wait Times and Patient Frustration** with the **Carrot Visual Diagnostics Platform**

Dr. Jonathan Kahn, Ophthalmologist | Cataract & Glaucoma



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Ophthalmologist Dr. Jonathan Kahn was ready for a better patient experience. He specialized in cornea, cataract, and refractive surgery, but his practice was plagued with inefficiency, cumbersome testing processes, and exhausted patients. He found himself searching for a simpler, more patient-friendly way to complete visual field tests.

“While attending the American Academy of Ophthalmology (AAO) conference in Chicago, I found myself five years into my practice journey. Collaborating closely with my partner, we embarked on a thoughtful exploration of the various pain points within our clinical practice. Our primary mission was to address the inefficiencies that hindered the overall patient experience, as well as the smooth flow of patients through our practice.”

That was when Dr. Kahn discovered Carrot (formerly Virtual Field).

Tests Run on Carrot 24-2 BOLT 10-2 BOLT	Patients 2276 With Carrot Tests
Total Hours Saved 374+	Specialties Cornea, Cataract, and Refractive Surgery



Setting the Stage for Transformation

At that time, Dr. Kahn’s practice was transitioning toward a greater focus on cataract surgery, with comprehensive ophthalmology accounting for about a third of their services. His partner, in particular, concentrated on glaucoma care and often used the 24-2 testing protocol.

Dr. Kahn and his partner had identified two main goals to overhaul his practice’s visual field testing processes:

Their first goal was to improve the patient experience. Patients often complained about slow, fussy visual field testing in a stuffy room.



We sought ways to streamline the cumbersome testing processes and enhance overall efficiency. Our goal was to make the patient experience more interactive and engaging while also making data more accessible and user-friendly.”

Their second goal was clear: eliminating bottlenecks and inefficiencies that slowed patient flow and testing processes



If a patient had a 9:30 appointment, they would often end up waiting for the previous person to finish (about 15 minutes), causing a backlog in our schedule.”

Most importantly, they needed a solution that wouldn’t sacrifice the quality of their data.



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Carrot's Impact on Patient Satisfaction and Accessibility

When Dr. Kahn implemented Carrot, the impact was immediate. Patient frustration dropped, efficiency improved, and the system's flexibility changed how they ran their practice.



[Carrot] improved the overall efficiency of our practice but also led to a noticeable reduction in patient complaints and dissatisfaction."

Bringing Back Patient Satisfaction

Some patients who temporarily disappeared during the pandemic have since returned to Dr. Kahn's practice. When informed that they needed to undergo a visual field test, they sometimes expressed frustration. However, their perspective shifts dramatically. Dr. Kahn explains their new virtual visual field testing process. There's no need for eye patches, a bowl, or a hot room.

"They often exclaim, 'Wow, this is like night and day – so much better and easier!'

Dr. Kahn still expects the occasional complaint from new patients taking their first virtual field test, but the overall number of satisfied patients has increased significantly.

New Flexibility to Test Anywhere

Instead of relegating all visual field tests to a specific darkened room equipped with a tabletop perimeter, Dr. Kahn and his partner take full advantage of Carrot's portability. All they need is Wi-Fi and a compatible device, such as a laptop or tablet. At the height of the COVID-19 pandemic, they explored conducting virtual visual field tests in the waiting room, thanks to Carrot's flexibility.



The portability of the test has made a huge difference in patient satisfaction. We can now administer the test in any available exam room; it doesn't have to be a specific room or suite."

Optimized Workflow and Reduced Appointment Wait Times

Carrot helped get Dr. Kahn's schedule back on track, too. Faster visual field exams helped clear up bottlenecks caused by slow equipment and extended testing times.

"Now, we've streamlined the process. We can promptly seat patients and set them up for the test, which typically takes only about 10 minutes. This efficiency has allowed us to revamp our workflow, ensuring smoother scheduling and minimizing delays."



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Enhanced User Experience and Data Interpretation

Beyond the clear operational and patient satisfaction improvements, Dr. Kahn appreciates the quality of Carrot's software. Reporting is notably more efficient, but it's still familiar and intuitive.

"We genuinely appreciate the reports provided by Carrot. Over the years, I've noticed that the format has become quite similar to what I am used to, which makes it much easier for us to compare results and data. It's particularly beneficial for clinicians who may be transitioning from other systems to adopt Carrot."

One of Dr. Kahn's favorite features is a small quality-of-life improvement: color-coded results.



It's really helpful that positives are highlighted in green and negatives in red. This simple yet effective visual cue makes it much easier to interpret and assess our test outcomes, improving our overall experience with the system."

A Permanent Part of the Practice

Moving from traditional tabletop perimetry to Carrot wasn't just a technical upgrade for Dr. Kahn's clinic. These new tools touched every part of his clinic — from smoother schedules to insightful data interpretation.

"As a customer who's been utilizing Carrot for the past five years, I've had the opportunity to witness a multitude of improvements, all of which have been highly positive. These changes have significantly enhanced my experience."



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