



**ZEISS FORUM Success Story**  
Plymouth Royal Eye Infirmary, UK



# How data management helps to cope with a rising number of patients

The ZEISS FORUM data management system helps the Royal Eye Infirmary in Plymouth increase its workflow efficiency in many ways.



**“I’m sure no one in the department could imagine working without FORUM from ZEISS.”**

*Prof. Nabil Habib, Plymouth Royal Eye Infirmary*

A portrait of the hospital’s founder still hangs in the foyer and welcomes patients and visitors: in 1821, Dr. John Butter opened the Plymouth Eye Dispensary, known since 1823 as the Plymouth Eye Infirmary. Several years later, in 1828, the Duke of Clarence (who would later become King William IV) was named patron of the hospital, which then officially became the Plymouth Royal Eye Infirmary (REI).

Its impressive history has set the bar quite high: the REI is still one of the foremost providers of eye care in southwestern England today – and its top priority is to deliver exceptional patient care with state-of-the-art equipment. More than eight years ago, the decision was made to use an eye care data management system, which culminated in the installation of FORUM from ZEISS. This makes the REI one of the world’s first ZEISS FORUM users

and a pioneer of data management in ophthalmology. Today, the REI benefits very much from this extensive experience and the seamless integration of ZEISS FORUM into the hospital’s day-to-day operations. “FORUM from ZEISS is an excellent tool at our hospital. It means we can view patient files quickly and identify any changes very easily,” confirms Prof. Nabil Habib, Consultant Ophthalmic Surgeon at the REI. The

Ophthalmology clinic at the REI uses ZEISS FORUM primarily for patients suffering from glaucoma, diseases of the retina, and cataract. REI doctors, nurses and optometrists all work with ZEISS FORUM. At the REI, a modality worklist for each patient is sent to every connected device. This means it can be viewed on any device and the image data is available on ZEISS FORUM after a diagnostic examination.

## Royal Eye Infirmary

ZEISS FORUM Viewer is installed on 27 workstations at the REI. Retina and Glaucoma Workplace are used by 15 people. The REI has connected 18 ZEISS devices to ZEISS FORUM – among others CIRRUS OCT incl. AngioPlex®, CIRRUS™ photo, HFA3,

IOLMaster, VISUCAM, CALLISTO eye® and VISUSCOUT®. Thus, they can make full use of the ZEISS Glaucoma and Cataract Suite. Furthermore, seven 3rd party instruments are integrated with ZEISS FORUM at the Royal Eye Infirmary.



*The REI has connected 18 ZEISS devices to ZEISS FORUM. Thus, they can make full use of the ZEISS Cataract and Glaucoma Suite.*

Thanks to ZEISS FORUM, the REI is able to have a completely electronic workflow in cataract surgery. "In the past we needed to bring patient files with topography maps and toric implant calculation printouts with us into the OR; manual marking proved tricky with certain patients and it was therefore difficult to precisely identify the axis of astigmatism during surgery. Computer-assisted cataract surgery with ZEISS CALLISTO eye® helps us better position the toric implants and obtain more precise results and better visual acuity outcomes. Documentation has been simplified, which makes it much easier for us to provide evidence where necessary," says Prof. Habib.

There is even an additional benefit in terms of the workflow outside the OR: "we have saved so much time by not having to print diagnostic test results. We would have had mountains of paperwork if we always had to print everything, so it would have taken a long time to find the correct examination data and compare findings over several visits," says Prof. Habib. "We would have spent longer time sitting with each patient. ZEISS FORUM is an essential

source of clinical value: it saves us time, so we can now have a more meaningful consultation with our patients."

Having 250 patients (and 50 surgical procedures) a day, it is easy to see how an electronic workflow can save time. Prof. Habib confirms that he now has 10–20% more time, which means he has been able to treat two to three more patients every day since the electronic medical record 'Medisoft' was connected to ZEISS FORUM at the REI. "ZEISS FORUM is our diagnostic tool, and Medisoft our electronic patient file. The better the integration, the easier our lives will be. Otherwise I would still be working in the same way I worked 15 years ago – and would have not been able to cope with the rising number of patients," says the consultant. "When our ophthalmologists in training move to other regional hospitals in the rotation where there is no ZEISS FORUM and electronic medical record, or a similar system," says Prof. Habib, "they often complain that they feel like going back to the stone age."

At the REI, the ZEISS FORUM data management system is also used for

patient education purposes. "Not always and not for every patient, but especially for comparing anterior chamber images before and after treatment, for retinal diseases like AMD and for patients suffering from glaucoma for more than five years, it makes a lot of sense to use ZEISS FORUM. It helps to show patients how well they are responding to treatment or whether they need further surgery or other interventions," explains Prof. Habib.

Thanks to his many years of experience with electronic systems for patient and data management at the hospital, Prof. Habib has become an expert in this field. He has accepted a position as Chief Clinical Information Officer (CCIO) at the University Hospitals Plymouth NHS Trust, in which the REI is integrated. Such roles are currently being created everywhere as the National Health Service (NHS) wants to introduce fully electronic workflows at all its hospitals by 2022. Let's hope things go as swimmingly as they did at the REI. "I'm sure no one in the department could imagine working without FORUM from ZEISS," says Prof. Habib.

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**Carl Zeiss Meditec AG**  
Goeschwitzer Strasse 51–52  
07745 Jena  
Germany  
[www.zeiss.com/forum](http://www.zeiss.com/forum)

**EN\_31\_200\_01361** Interview with Prof. Nabil Habib on 30 August 2018.  
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