

Preferences in the waiting experience for patients undergoing Mohs surgery

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Background

The importance of patient-driven data has been increasingly recognized
Several factors such as background music and art have been shown to decrease anxiety during Mohs procedures and in waiting room settings
Limited research evaluating patient-reported preferences in the waiting experience for Mohs surgery

Our study: aimed to further determine the demographics and waiting room preferences for patients undergoing Mohs surgery in order to optimize comfort and decrease anxiety and boredom

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Methods

Patients undergoing Mohs surgery from September to November 2022 in the Mohs surgery waiting and treatment rooms Danville, Pennsylvania were administered a 14 question survey during the wait time after their first Mohs layer

Questions included:

- Demographics
- History of experience with Mohs surgery
- Feelings of anxiety and boredom
- Preferences for companions during wait periods
- Preferences for waiting room atmosphere

Question types consisted of multiple choice, Likert scale, free text and array (yes-no-uncertain)

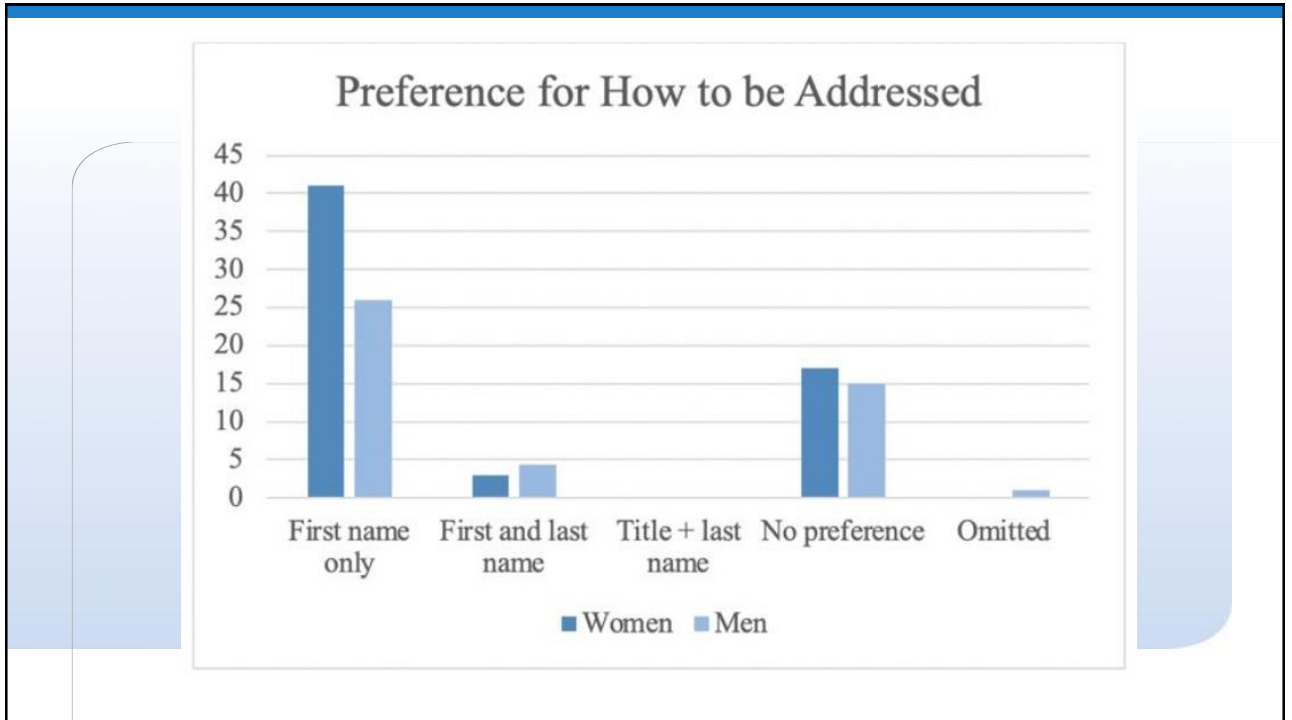
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Results: Demographics

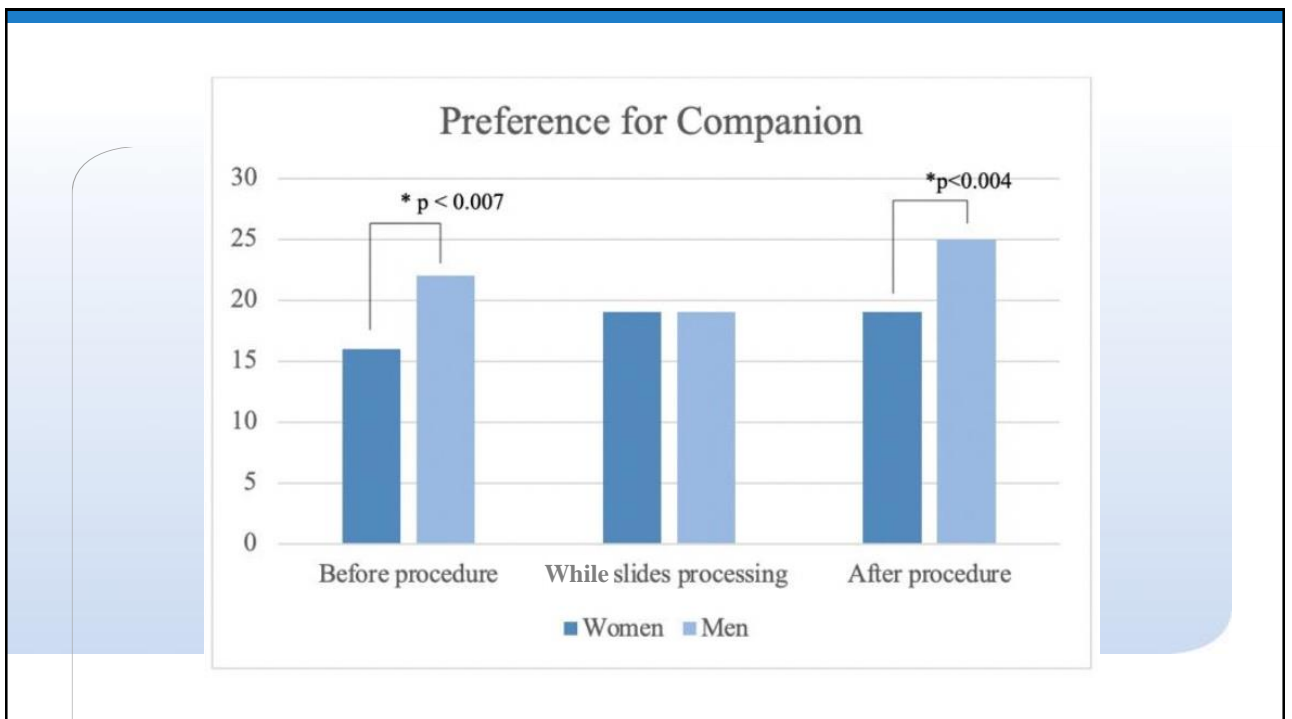
Demographic	Male patients (%) n=42	Female patients (%) n=61	P-value	All patients (%) n = 105
Age (average, in years)	76.4	72.2	0.052	74
Race			---	
Caucasian	42 (100)	60 (98.4)		103 (98.1)
Omitted	0 (0.0)	1 (1.6)		2 (1.9)
Level of education			0.579	
Some high school	3 (7.1)	2 (3.3)		5 (4.8)
High school	15 (35.7)	24 (39.3)		39 (37.1)
Some college	6 (14.3)	8 (13.1)		14 (13.3)
College	7 (16.7)	13 (21.3)		20 (19.1)
Some post-graduate	1 (2.4)	0 (0.0)		1 (1.0)
Post-graduate/professional	2 (4.8)	6 (9.8)		8 (7.6)
Trade school	4 (9.5)	2 (3.3)		6 (5.7)
Omitted	4 (9.5)	6 (9.8)		12 (11.4)
Prior Mohs procedures			0.245	
0	19 (45.2)	35 (57.4)		56 (53.3)
1	8 (19.0)	9 (14.8)		17 (16.2)
2-3	10 (23.8)	5 (8.2)		15 (14.3)
4-5	4 (9.5)	6 (9.8)		10 (9.5)
>5	1 (2.4)	3 (4.9)		4 (3.8)
Uncertain	0 (0)	3 (4.9)		3 (2.9)

- 105 total patients
- Average age: 74 years
- Exclusively Caucasian with high school level of education
- Majority did not have prior Mohs experience

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Results: Anxiety

Eighteen of 105 (17.1%) respondents were anxious or undecided about being anxious

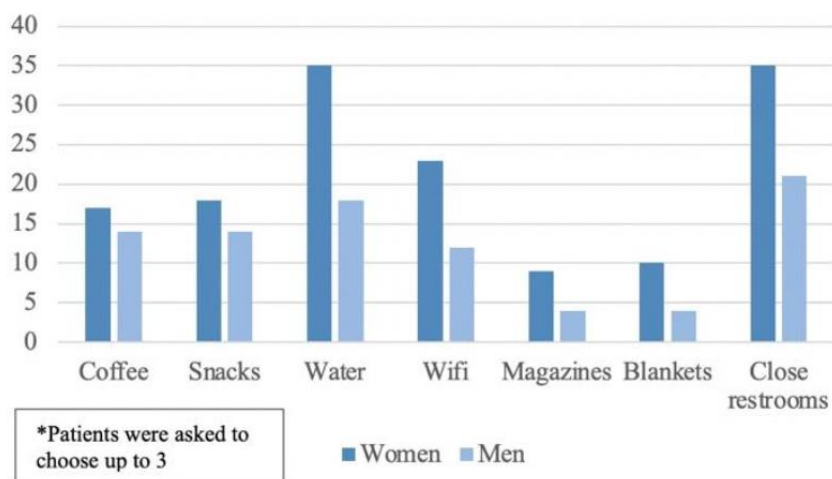
– 72.2% had not had a prior experience with Mohs surgery

Most did not feel artwork or an art activity would decrease anxiety/boredom

Patients who were anxious most appreciated being able to speak with staff or family to relieve anxiety

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Preference for Amenities*



- Over 50% preferred background music
- Most frequent suggestion for boredom: addition of television

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Limitations

Single center
Small sample size

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Conclusions

Most patients preferred to be addressed by their first name only

Research Article

Patient Attitudes and Preferences for Orthopaedic Surgeon Greetings

Andrew Golz, MD
Andrew Kim, MS 
Michael Murphy, MD
Dane Salazar, MD

“Patients strongly preferred their physician address them by their first name only compared with first and last name.”

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Conclusions

Most men preferred to have a companion while waiting

The majority of patients who reported anxiety during their procedure did not have a prior experience with Mohs surgery; most appreciated being able to speak with staff or family to relieve anxiety

Most patients did not feel that an art activity would help relieve anxiety

Reducing Anxiety With Art Activities During the Mohs Micrographic Surgery Waiting Period

Insley et al, University of Texas Southwestern Medical Center Dallas, Texas

Patients who used coloring books while waiting reported significantly less anxiety than those in the control group

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Conclusions

Background music was preferred by the majority of patients

Music Reduces Patient Anxiety During Mohs Surgery: An Open-Label Randomized Controlled Trial

VASANOP VACHIRAMON, MD,*† JOSEPH F. SOBANKO, MD,* PINYO RATTANAUMPAWAN, MD, MSCE,‡
AND CHRISTOPHER J. MILLER, MD*

“Listening to self-selected music reduces anxiety in patients undergoing MMS, especially those who undergo MMS for the first time. “

Amenities most appreciated were close restrooms and availability of water and Wi-Fi

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Thank you!

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