Standard operating procedure (SOP) · OPT-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 15.5

At a glance

- Each patient has a follow-up booked for adjustment and review, on OPT-FRM-004.
- A named contact is given to the patient for problems.
- A problem reported is seen within the set time.
- Each follow-up is recorded.
- Stop and get help straight away if: a patient is given a product with no follow-up booked or no named contact.

1. Purpose

To adjust, review and support each product after fitting (15.5).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

A product that is fitted once is not finished. Adjustment, review and follow-up after the fitting are where most problems are found and fixed.

5. Responsibilities

Role	Responsibility	Competence
Lead optometrist or audiologist	Owns the aftercare rule	Clinician
Dispenser or fitter	Books and runs the follow-up	Clinician

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Book.

- Book the adjustment and review visits before the patient leaves.

Key point: Before they leave.

Step 2. Name a contact.

- Give the named contact for problems.

Key point: Named contact.

Step 3. Respond.

- See a reported problem within the set time, and record it.

Key point: Within the set time.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Patients with a follow-up booked	100%	Monthly	Lead optometrist or audiologist	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
OPT-FRM-004	Aftercare and follow-up record	Record
HOS-SOP-011	Post-discharge follow-up (existing, reused)	Procedure

17. Evidence

Reference	Note
E-009	Based on the ASF Expert Committee consensus and the WHO World report on hearing (2021).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- **Aftercare & Follow-up: Closing the Loop After Every Visit** (AMB-06)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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