Questions to ask a patient when they request a product for red-eye

- Are you experiencing any pain?
- Is there a decrease in your vision?
- Are your eye(s) sensitive to light?
- Do you wear contact lenses?
- Has there been any trauma to your eye(s) or did you get anything into the eye(s)?

If the patient answers yes to any of these questions, they should be referred to a physician for further assessment.

Questions to help choose the right product

1. What is the primary symptom? (type of discharge, itching)
   - Clear discharge and itching and seasonal variation points to allergic conjunctivitis
   - Purulent discharge with sticky eyelids in the morning points to bacterial conjunctivitis
   - Clear discharge without itch is usually indicative of viral conjunctivitis
   - Gritty feeling in the eye, excessive tearing or tired eyes points to dry eyes Gritty feeling in the eye, excessive tearing or tired eyes points to dry eyes

2. What is the primary symptom? (type of discharge, itching)
   - Bacterial and viral conjunctivitis usually start unilaterally but will commonly spread bilaterally
   - Allergic conjunctivitis and dry eyes are usually bilateral

3. When did the red eye start?
   - Patients with more chronic symptoms (> 7 days) should be referred to a physician for assessment

4. Have you had a recent cold or respiratory tract infection?
   - Viral conjunctivitis will commonly occur after a upper respiratory tract infection

5. What do your eyes feel like?
   - Itching points to allergic conjunctivitis
   - Gritty, sandy feeling or eye fatigue points to dry eyes