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Lumenis Unmasks Hidden Drivers of Patient Dissatisfaction, Launches Perioperative Ocular Surface Care Field Guide at AAO 2026

New Resource Combines Research, Insights from Leading Surgeons, and Practical Tools to Help Identify and Address the “Unhappy 20/20 Patient”

YOKNE'AM ILLIT, Israel, October 12, 2026—Lumenis Be. Ltd., a leading energy-based medical device company for eye care and aesthetic solutions, has launched a field guide to help cataract and refractive surgeons unmask ocular surface disease that may contribute to the “unhappy 20/20 patient” and manage it throughout the surgical journey. *Preventing 20/Unhappy: A Field Guide for Cataract and Refractive Surgeons* was unveiled at the 2026 American Academy of Ophthalmology (AAO) annual meeting in New Orleans, where Lumenis brought together ophthalmologists to explore why excellent visual acuity does not always translate to patient satisfaction. The resource combines current research, clinical insights, and practical strategies to incorporate ocular surface care into existing workflows.

The field guide is divided into two parts spanning clinical care and practice implementation. “The Read” centers on the clinical side, covering preoperative screening, matching treatment to the disease, patient conversations, and postoperative care. “The Rollout” focuses on implementation, including demonstrating the value of ocular surface care, assembling the right team, and gaining staff buy-in. Drawing on insights from five cataract and refractive surgeons—Christopher Starr, MD, FACS; Preeya Gupta, MD; Brett Levinson, MD; Shareen Greenbaum, MD; and Eric Gershenbaum, MD—as well as findings from six studies, the guide also includes six tear-out tools designed for clinical use.

“The biggest mistake surgeons make with the unhappy 20/20 patient is ignoring the tear film,” said Dr. Gupta, cornea, a cataract and refractive surgeon and founding partner of Triangle Eye Consultants. “We have to shift our thinking because ocular surface disease is so common in surgical patients. Rather than waiting to address it after surgery, the more successful practices identify these issues early, and when patients feel that their problem is being taken seriously, they are more likely to return for future care.”

Research featured in the guide underscores how frequently ocular surface disease may go undetected before cataract surgery. In a study co-authored by Dr. Gupta and Dr. Starr, 80% of all

patients presenting for cataract surgery evaluation had at least one abnormal tear test.^[1] Notably, even among patients who reported no symptoms, 85% had at least one abnormal tear test.¹

“If you’re using symptoms to make a diagnosis, you might miss ocular surface disease because these patients often aren’t complaining,” said Dr. Starr, a cornea, cataract, refractive, and ocular surface disease specialist, Associate Professor of Ophthalmology and Director of the Refractive Surgery Service at Weill Cornell Medicine. “That’s why objective findings are so important. The field guide includes a 30-second ocular surface check designed to make screening as simple, quick, and reproducible as possible in a busy surgical practice.”

Lumenis unveiled the field guide during a dinner at AAO 2026 that brought the concept to life through a New Orleans-inspired masquerade theme. Guests received Mardi Gras-style masks, which they removed together as the presentation began—a visual reminder that 20/20 vision can conceal underlying ocular surface concerns that may be contributing to patient discomfort.

"Achieving 20/20 doesn't guarantee a happy patient. Dry, irritated eyes can undermine even a technically perfect surgical outcome," said Stacey Winter, President, North America, Lumenis. "For 60 years, we've partnered with physicians to meet patients' evolving needs. This resource gives surgeons practical tools to make ocular surface care a deliberate part of the surgical journey, from preoperative evaluation through postoperative care."

The field guide also addresses what comes after ocular surface disease is detected, with guidance on treatment planning, matching treatment to disease severity, and determining when a patient is ready for surgery. Treatment options include OptiLIGHT, the first and only intense pulsed light (IPL) device that is FDA-approved for dry eye management due to meibomian gland dysfunction.

For more information and to read or download the field guide, visit [Information.lumenis.com/preventing-20-unhappy](https://information.lumenis.com/preventing-20-unhappy).

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About Lumenis

Lumenis develops life-changing, minimally invasive solutions for the Aesthetic and Vision markets. We create and commercialize innovative energy-based technologies that enable a variety of skin, body, and eye care treatments. Lumenis has successfully introduced solutions for previously untreatable conditions and designed advanced technologies that have revolutionized existing

treatment methods. We are BeautyTech pioneers, empowering people by broadening the horizons of health and celebrating beauty that matters.

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^[1] Gupta PK, Drinkwater OJ, VanDusen KW, Brissette AR, Starr CE. Prevalence of ocular surface dysfunction in patients presenting for cataract surgery evaluation. J Cataract Refract Surg. 2018 Sep;44(9):1090-1096. doi: 10.1016/j.jcrs.2018.06.026. Epub 2018 Aug 2. PMID: 30078540.