

The Attached Document 1: Questionnaire Survey on LASIK Surgery

1. Content of Survey

(1) The Purpose of Investigation

The purpose of this survey is to carry out a questionnaire survey of those who have undergone LASIK surgery and those who want to undergo LASIK surgery for obtaining information on consumers' attitudes on LASIK surgery and the actual situation of LASIK troubles, thereby contributing to provide information calling for attention to consumers.

(2) Agent Who Conducts Investigation

Consumer Affairs Agency

(3) The Method of Investigation

Internet survey

(4) Survey Period

November 2013

(5) Conditions on Investigation Object and the Total Number of Samples

600 people who have undergone LASIK surgery and 600 people who want to undergo LASIK surgery, totalling 1,200 people aged from 20s to 60s

(6) Attributes of Respondents

①Regions: nationwide

②Attributions of Respondents:

Those who have undergone LASIK surgery (600 people)

Sex: 358 male and 242 female

Age distribution¹: 30 (20s), 158 (30s), 225 (40s), 115 (50s), and 72 (60s)

Those who want to undergo LASIK surgery (600 people)

Sex: 437 male and 163 female

Age distribution: 16 (20s), 96 (30s), 211 (40s), 193 (50s), and 84 (60s)

2. Results of Investigation

(1) Those Who Have Undergone LASIK Surgery

Q1: Please let us know the main reasons why you underwent LASIK surgery.

(multiple answers allowed)

It is bothersome to put on and take off glasses or contact lenses.	446 (74.3%)
It is more economical to undergo LASIK surgery than to	206 (34.3%)

¹ The period in which they underwent LASIK surgery is not clear.

continue to buy glasses or contact lenses.	
It is inconvenient to use glasses or contact lenses when spending time on sports and hobbies.	183 (30.5%)
Friends, acquaintances, family members, or celebrities have undergone LASIK surgery.	93 (15.5%)
Glasses do not look good on me.	67 (11.2%)
I thought it was easy to undergo LASIK surgery.	67 (11.2%)
I cannot use glasses and contact lenses at work.	29 (4.8%)
My regular doctor advised me to undergo LASIK surgery.	26 (4.3%)
Other reasons.	47 (7.8%)

Q2: Please let us know what made you decide to undergo LASIK surgery. (multiple answers allowed)

Friends, acquaintances, or family members	276 (46.0%)
Clinic's website	163 (27.2%)
Internet advertisement other than clinic's website	59 (9.8%)
My regular ophthalmologist	54 (9.0%)
Articles in newspapers or magazines	46 (7.7%)
Newspaper advertisement	33 (5.5%)
Clinic brochure	32 (5.3%)
Magazine advertisement (including free information magazines)	26 (4.3%)
Leaflets in newspapers or magazines	25 (4.2%)
Individual websites such as blogs	24 (4.0%)
Others.	19 (3.2%)

Q3: Please let us know the main reasons for selecting a clinic in which you underwent LASIK surgery? (multiple answers allowed)

It was a famous clinic.	268 (44.7%)
It was a clinic in which many LASIK surgeries were performed.	246 (41.0%)
Discounts or coupons were available.	189 (31.5%)
Performance of surgery was good.	168 (28.0%)
My friends, acquaintances, or family members also underwent LASIK surgery.	159 (26.5%)
It was inexpensive.	153 (25.5%)
There was an extended guarantee after LASIK surgery.	78 (13.0%)

The effects and effectiveness of surgery were shown to be attractive.	71 (11.8%)
A clinic was near my home.	49 (8.2%)
Celebrities' accounts of their own experience of LASIK surgeries were good.	35 (5.8%)
My regular doctor referred me to that clinic.	26 (4.3%)
Others.	20 (3.3%)

Q4: Had you already known that there were those who could not undergo LASIK surgery and there were a possibility that some problems might occur after surgery before receiving an explanation of LASIK surgery? (single answer)

I knew them.	419 (69.8%)
I did not know them.	129 (21.5%)
I do not remember whether I knew them or not.	52 (8.7%)

Q5: For those who answered "I knew them." in the last question, which items had you already known? (n=419, multiple answers allowed)

Those with thin corneas cannot undergo LASIK surgery.	353 (72.9%)
There is a possibility that light blurs and glares.	250 (59.7%)
There is a possibility that eyesight fails to improve as expected.	244 (58.2%)
Those with eye troubles (such as cataract, keratoconus, and retinal disease) cannot undergo LASIK surgery.	223 (53.2%)
LASIK may lead to chronic dry eyes for a long period of time.	186 (44.4%)
Improved eyesight after LASIK surgery may gradually weaken over time.	171 (40.8%)
Some patients' eyes are corrected too much (hyperopia or difficulty seeing near objects).	125 (29.8%)
There is a possibility of suffering from corneal infection.	99 (23.6%)
It may become difficult to see in a dark place.	95 (22.7%)
Women during pregnancy or lactation cannot undergo LASIK surgery.	77 (18.4%)
Vision may become unstable.	57 (13.6%)
The pain may persist for a long period of time.	55 (13.1%)
You may develop double or triple vision (astigmatism).	47 (11.2%)
You may suffer from eye floaters.	37 (8.8%)

Corneas may become clouded.	35 (8.4%)
Corneas may become misshapen.	26 (6.2%)
Intraocular pressure cannot be measured accurately.	24 (5.7%)
It may become difficult to distinguish between different colors.	16 (3.8%)
Cataract surgery cannot be performed correctly.	15 (3.6%)
Others	5 (1.2%)

Q6: Did you receive an explanation of the risks of LASIK surgery before surgery? Did you fully understand its content? (single answer)

I received an explanation and understood it.	448 (74.7%)
I received an explanation but did not understand it.	36 (6.0%)
I did not receive an explanation but it was written on a document handed to me.	40 (6.7%)
I did not receive an explanation.	14 (2.3%)
I did not remember it.	56 (9.3%)
Others	6 (1.0%)

Q7: For those who answered “I received an explanation and understood it.” and “I received an explanation but did not understand it.” in the last question, which risks did you receive an explanation? (n=484, multiple answers allowed)

Those with thin corneas cannot undergo LASIK surgery.	353 (72.9%)
There is a possibility that eyesight fails to improve as expected.	283 (58.5%)
There is a possibility that light blurs and glares.	278 (57.4%)
Those with eye troubles (such as cataract, keratoconus, and retinal disease) cannot undergo LASIK surgery.	227 (46.9%)
LASIK may lead to chronic dry eyes for a long period of time.	213 (44.0%)
Improved eyesight after LASIK surgery may gradually weaken over time.	197 (40.7%)
Some patients' eyes are corrected too much (hyperopia or difficulty seeing near objects).	139 (28.7%)
It may become difficult to see in a dark place.	113 (23.3%)
There is a possibility of suffering from corneal infection.	72 (14.9%)
Women during pregnancy or lactation cannot undergo LASIK	71 (14.7%)

surgery.	
The pain may persist for a long period of time.	71 (14.7%)
Vision may become unstable.	61 (12.6%)
You may develop double or triple vision (astigmatism).	52 (10.7%)
You may suffer from eye floaters.	36 (7.4%)
Corneas may become misshapen.	27 (5.6%)
Intraocular pressure cannot become measured accurately.	27 (5.6%)
Corneas may become clouded.	26 (5.4%)
Cataract surgery cannot be performed correctly.	22 (4.5%)
It may become difficult to distinguish between different colors.	15 (3.1%)
Others	4 (0.8%)

Q8: How did your eyesight change after LASIK surgery? (single answer)

My eyesight has improved as expected.	446 (74.3%)
My eyesight failed to improve as expected.	78 (13.0%)
My eyesight was overcorrected (e.g., eyesight improved but it has become difficult to see near objects clearly)	30 (5.0%)
My eyesight improved as expected but has declined to the level before surgery.	30 (5.0%)
Others	16 (2.7%)

Q9: Do you have a regular eye examination in a clinic where you underwent surgery after LASIK surgery? (single answer)

Yes	399 (66.5%)
No	201 (33.5%)

Q10: For those who answered "No", why have you failed to have a regular eye examination? (n=201, single answer)

I did not consider it necessary to have it because my eye conditions after LASIK surgery were good.	62 (30.8%)
There were no directives from a doctor.	56 (27.9%)
It was inconvenient.	31 (15.4%)
It was bothersome.	30 (14.9%)
I thought that I could not expect sufficient care in a clinic	10 (5.0%)

where I underwent LASIK surgery.	
Others	12 (6.0%)

Q11: Please let us know any problems you have had after LASIK surgery. (multiple answers allowed)

Light blurs and glares.	99 (16.5%)
Dry eyes continue for over six months.	83 (13.8%)
It has become difficult to see in a dark place.	58 (9.7%)
My eyesight has declined.	30 (5.0%)
My vision has become unstable.	27 (4.5%)
The pain persists for over one month.	13 (2.2%)
I was diagnosed with eye floaters.	9 (1.5%)
My cornea became clouded.	9 (1.5%)
I developed double or triple vision (astigmatism).	6 (1.0%)
I was diagnosed as corneal infection.	4 (0.7%)
It has become difficult to distinguish between different colors.	4 (0.7%)
My cornea became misshapen.	2 (0.3%)
Others	27 (4.5%)
There is no problem.	341 (56.8%)

Q12: Did you tell eyesight and other eye problems after surgery to a clinic where you underwent LASIK surgery? (n=302, single answer)

I consulted or made a complaint about it.	73 (24.2%)
I consulted or made a complaint about it, and then consulted another clinic.	26 (8.6%)
I did not consult and make a complaint about it.	177 (58.6%)
I consulted another clinic.	15 (5.0%)
Others	11 (3.6%)

Q13: How do you deal with your eye problems now? (n=302, single answer)

I underwent a second surgery in a clinic where I had underwent LASIK surgery.	25 (8.3%)
I am treated with medication such as eye drops in a clinic where I underwent LASIK surgery.	66 (21.9%)

I underwent a second surgery in another clinic.	6 (2.0%)
I am treated with medication such as eye drops in another clinic.	36 (11.9%)
I correct my eyesight with eyeglasses or contact lenses.	40 (13.2%)
Others	129 (42.7%)

Q14: For those who answered that you were dealing with your eyes problems in a clinic where you did not undergo LASIK surgery (“I underwent a second surgery in another clinic,” “I am treated with medication such as eye drops in another clinic,” “I correct my eyesight with eyeglasses or contact lenses,” and “others”), let us know the reason why you deal with it in a clinic where you did not undergo LASIK surgery. (n=211, single answer)

The clinic where I underwent LASIK surgery did nothing.	28 (13.3%)
My eye conditions did not improve in treatment given by a clinic where I underwent LASIK surgery.	55 (26.0%)
Others	128 (60.7%)

(2) Those Who Want to Undergo LASIK Surgery

Q15: Please let us know the main reasons why you want to undergo LASIK surgery (multiple answers allowed)

It is bothersome to put on and take off glasses or contact lenses.	488 (81.3%)
It is bothersome to put on and take off glasses or contact lenses.	488 (81.3%)
It is inconvenient to use glasses or contact lenses when spending time on sports and hobbies.	174 (29.0%)
It is more economical to undergo LASIK surgery than to continue to buy glasses or contact lenses.	87 (14.5%)
Glasses do not look good on me.	61 (10.2%)
I thought it was easy to undergo LASIK surgery.	54 (9.0%)
Friends, acquaintances, family members, or celebrities has already underwent LASIK surgery.	47 (7.8%)
I cannot use glasses and contact lenses at work.	12 (2.0%)
My regular doctor advised me to undergo LASIK surgery.	3 (0.5%)
Others.	10 (1.7%)

Q16: Please let us know what made you think you wanted to undergo LASIK surgery.

(multiple answers allowed)

Friends, acquaintances, or family members	271 (45.2%)
Articles in newspapers or magazines	146 (24.3%)
Internet advertisement other than clinic's website	71 (11.8%)
Magazine advertisement (including free information magazines)	57 (9.5%)
Newspaper advertisement	55 (9.2%)
Clinic's website	42 (7.0%)
Individual websites such as blogs	42 (7.0%)
Clinic brochure	27 (4.5%)
Leaflets in newspapers or magazines	13 (2.2%)
My regular ophthalmologist	8 (1.3%)
Others.	52 (8.7%)

Q17: Please let us know which clinic you would choose if you undergo LASIK surgery? (multiple answers allowed)

Performance of surgery is good.	392 (65.3%)
There is an extended guarantee after LASIK surgery.	293 (48.8%)
A famous clinic.	266 (44.3%)
A clinic in which many LASIK surgeries are performed.	227 (37.8%)
LASIK surgery is inexpensive.	179 (29.8%)
A clinic in which the effects and effectiveness of surgery are shown to be attractive.	158 (26.3%)
A clinic where my friends, acquaintances, or family members underwent LASIK surgery.	129 (21.5%)
A clinic near my home.	123 (20.5%)
A clinic in which discounts or coupons are available.	59 (9.8%)
A clinic in which celebrities' accounts of their own experience of LASIK surgeries are good.	51 (8.5%)
A clinic to which my regular doctor refers me.	45 (7.5%)
Others.	2 (0.3%)

Q18: Do you know that there are those who cannot undergo LASIK surgery and there is a possibility that some problems may occur after surgery? (single answer)

I know them.	414 (69.0%)
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I do not know them.	186 (31.0%)
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Q19: For those who answered “I know them.” in the last question, which items have you already known? (n=414, multiple answers allowed)

There is a possibility that eyesight fails to improve as expected.	212 (51.2%)
Those with eye troubles (such as cataract, keratoconus, and retinal disease) cannot undergo LASIK surgery.	158 (38.2%)
Those with thin corneas cannot undergo LASIK surgery.	149 (36.0%)
There is a possibility of suffering from corneal infection.	133 (32.1%)
LASIK may lead to chronic dry eyes for a long period of time.	108 (26.1%)
There is a possibility that light blurs and glares.	90 (21.7%)
Improved eyesight after LASIK surgery may gradually weaken over time.	85 (20.5%)
The pain may persist for a long period of time.	85 (20.5%)
Some patients' eyes are corrected too much (hyperopia or difficulty seeing near objects).	78 (18.8%)
Vision may become unstable.	53 (12.8%)
Women during pregnancy or lactation cannot undergo LASIK surgery.	43 (10.4%)
Corneas may become clouded.	41 (9.9%)
It may become difficult to see in a dark place.	40 (9.7%)
You may develop double or triple vision (astigmatism).	34 (8.2%)
Corneas may become misshapen.	33 (8.0%)
You may suffer from eye floaters.	26 (6.3%)
Intraocular pressure cannot be measured accurately.	18 (4.3%)
Cataract surgery cannot be performed correctly.	16 (3.9%)
It may become difficult to distinguish between different colors.	8 (1.9%)
Others	8 (1.9%)