A Novel Therapy Can Increase Patient Satisfaction in Patients With Dry Eye

The 2025 patient experience survey results are positive.

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Dry eye affects an estimated 16.4 million Americans. Its prevalence increases with age and is higher in women. Existing treatments for this chronic condition include artificial tears, or medicated drops, as well as lifestyle and environmental changes. If these don't provide relief, medical devices such as punctal plugs are another option, although semi-permanent punctal plugs have potential drawbacks that can include irritation and premature loss or dislodgement. Introduced in 2024, LACRIFILL® Canalicular Gel, an occlusive approach using a proprietary cross-linked hyaluronic acid, has been cleared for use by the U.S. Food and Drug Administration based on the results of clinical studies showing that it is safe for patients and is effective at keeping natural tears in the eye for up to six months. Results of a February 2025 patient experience survey indicate a high degree of satisfaction with this novel therapy.

Responses Represented a Cross Section of Patients

Eye care providers, including both MDs and ODs, who are currently using LACRIFILL Canalicular Gel in their practices were invited to share surveys with their patients who had received the treatment; 53 patients responded. Of those patients who responded, the vast majority (92.72%) chose to receive LACRIFILL Canalicular Gel because their ophthalmologist or optometrist recommended it. Most respondents (77.36%) were receiving the gel treatment for the first time, while 22.64% were returning patients who had previously received the gel treatment. Patients ranged from age 25 to 65-plus.

Patients Had Experience With Multiple Treatment Approaches

Survey respondents reported having tried artificial tears (98.11%), prescription eye drops (47.17%), oral supplements (11.32%) and other treatments including hot compresses or light therapy (16.98%). Although a slim majority (49.06%) had not previously been treated with punctal plugs, nearly half of those who responded (47.17%) had experience with punctal plugs; two respondents were unsure.

Patients Speak Positively About Treatment Administration

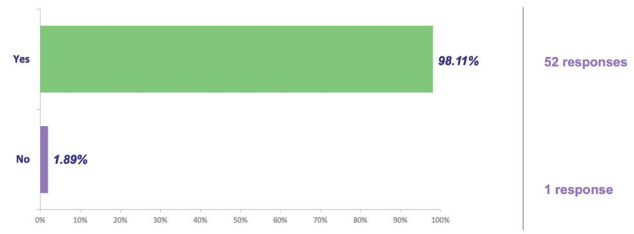
Patients in the survey received the LACRIFILL Canalicular Gel inserted via cannula by their optometrist (58.49%) or ophthalmologist (41.51%), and by far the vast majority (96.23%) said that the administration was "very easy" (77.36%) or "easy" (18.87%). Responses from patients who received LACRIFILL Canalicular Gel after having previously undergone punctal plug insertions were particularly favorable in the comments about both administration and results. Representative verbatim comments included:

- "Easier putting in, more comfortable after. Took care of itching."
- "The LACRIFILL did not cause any irritation like the punctal plugs have in the past."
- "LACRIFILL is better than punctal plugs because punctal plugs fell out of both eyes. LACRIFILL gave me immediate relief from dry eye symptoms."
- "Much better, noticed a difference right away."

Most Patients Would Return for Treatment With LACRIFILL Canalicular Gel

Satisfaction among patients surveyed was high. The majority of respondents were "satisfied," "somewhat satisfied" or "very satisfied" with the LACRIFILL Canalicular Gel treatment. More significant is that when asked if they will come back in the future for another dose of LACRIFILL Canalicular Gel, 98.11% of respondents—all but one—answered "yes." Based on clinical trial results and patient experience data, LACRIFILL Canalicular Gel used alone or to reduce reliance on drops and other treatments, provides a welcome option for management of dry eye. ■

Will you come back in the future for another dose of LACRIFILL?



Answered: 53 Skipped: 0

NOTE: Survey data obtained from a February 2025 Nordic Pharma, Inc. patient survey. Survey respondents received compensation for their participation. The authors and MDs and ODs who participated in the survey activity are paid consultants of Nordic Pharma, Inc.

To learn more about LACRIFILL Canalicular Gel and for a full listing of Adverse Events, please see **lacrifill.com/instructions-for-use**.

Contraindications
LACRIFILL is contraindicated for patients experiencing epiphora, inflammation of the eye lid, and tearing secondary to dacryocystitis with mucopurulent discharge and any other active ocular or periocular infection, those who are allergic to hyaluronic acid or to the specific device material, and those who have known lacrimal outflow obstruction.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