

Objectives

At the end of this presentation, you will be able to:

- Recall the S.O.A.P. process for proper trouble shooting steps
- Apply new techniques to uncommon and / or complicated trouble shooting of spectacle lens issues
- React confidently to unique situations posed in the troubleshooting process

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S.O.A.P.

- S – Subjective
- O – Objective
- A – Assessment
- P – Plan



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S.O.A.P.

- S – Subjective
- Info the patient provides to us
- May be highly inaccurate
- It is the BEST starting point
- No matter how trivial it may seem, they are there for a reason




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S.O.A.P.

O – Objective

- Info we gather from patient
- Clarify any misunderstanding
- Use of open-ended questions are a must
- Leading questions are detrimental to the process




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S.O.A.P.

A – Assessment

- Our evaluation of the info from Subjective and Objective
- Provides us with a formulation of underlying problem
- Patient should agree




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S.O.A.P.

P – Plan


- Turning Assessment into action or set of actions
- Present to patient and ask for permission to proceed





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S.O.A.P. Results?

Heard 

Appreciated 

Valued 

Higher rates of success 



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You Pick

Office Lens Non-Adapt

Sometimes I Cover An Eye to Read

Office Lenses Are Blurry!

My Vision Is Great, But These Don't Work

I Can't See Out of These


I Can See Every Leaf On That Tree

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On behalf of Vision Expo, we sincerely thank you for being with us this year.

Vision Expo Has Gone Green!

We have eliminated all paper session evaluation forms. Please be sure to complete your electronic session evaluations online when you login to request your CE Letter for each course you attended! Your feedback is important to us as our Conference Advisory Board considers content and speakers for future meetings to provide you with the best education possible.



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Office Lens Non-Adapt

That's what this lens was meant for, what do you mean she can't wear it at work?!



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Office Lens Non-Adapt - Subjective

- 62-year-old female has had Lasik
- Wears a multifocal CL in one eye only and sits at computer all day
- Had been wearing single vision readers over top and they aren't working anymore



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Office Lens Non-Adapt - Objective





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Office Lens Non-Adapt - Assessment



13


Office Lens Non-Adapt - Plan



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Office Lens Lenses Are Blurry!

We switched to your brand,
and, well



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Office Lenses Are Blurry! - Subjective

Our patients that have had office lenses are now trying to adapt to a new brand of office lenses and are complaining of... Poor Visual Clarity!

- Particularly vision at distance and finding a comfortable position for their computer screen.
- So, my big question in contemplating this the past few weeks... is there a different way to prescribe?



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Office Lenses Are Blurry! - Objective





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Office Lenses Are Blurry! - Assessment



18


Office Lenses Are Blurry! - Plan



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I Can't See Out of These!

These two pairs are identical, why can't I see out of this pair?




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I Can't See Out of These! - Subjective

Patient presents two pairs of eyewear. Two pairs of PAL's purchased at the same time

- Only difference between the two pairs was color of frame
- Vision in pair 1 is the best he's ever had
- Vision in pair 2 is unacceptable
- No one can find anything wrong with them.



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I Can't See Out of These! - Objective



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I Can't See Out of These! - Assessment



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I Can't See Out of These! - Plan



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My Vision Is Great, But These Don't Work.

Wait, what?!




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These Don't Work – Subjective


Patient presents with D-28 that was dispensed a few days ago

- At time of dispensing, vision was acceptable at both distances
- Complaints of unacceptable vision at work
- Original troubleshoot performed at distance and near
 - Reveal that both are acceptable




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These Don't Work – Objective





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These Don't Work - Assessment



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These Don't Work - Plan



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Sometimes I Cover One Eye to Read

Oh, I have a solution for you!



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Cover One Eye to Read – Subjective

- Patient presents Rx with 6.00D of anisometropia
- Sometimes covers one eye to read
- In a +2.50 Add progressive



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Cover One Eye to Read – Objective




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Cover One Eye to Read – Assessment



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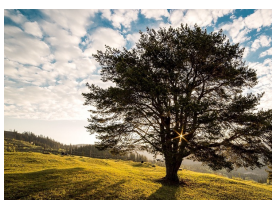
Cover One Eye to Read – Plan, phase 1



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I Can See Every Leaf On That Tree!

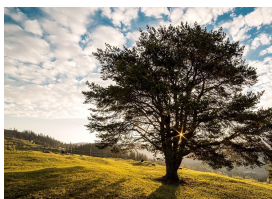
Then what's the issue?



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I Can See Every Leaf On That Tree! - Subjective

- Patient presents with first pair of glasses after cataract surgery
- States that she doesn't like her vision out of the new lenses
- Wearing same style PAL with only change being new Rx: +0.25 DS +2.50 Add, OU
- 'Something isn't right'.



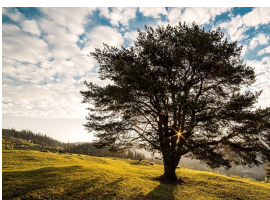
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I Can See Every Leaf On That Tree! - Objective





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I Can See Every Leaf On That Tree! - Assessment



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I Can See Every Leaf On That Tree! - Plan



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