

## What to do when a patient says..... I Can't See!

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- Our Goals
  - We will become more comfortable identifying common issues when a patient can't see
  - We will develop a process for working through common problems
  - We will be more confident determining if the issue is spectacle related or prescription related
- Case Study 1

A patient comes into our office and states he just picked up the glasses and now he can't see

  - What are the possible reasons this patient is having a vision issues?
  - How would you prove it out?
  - What would you do to resolve the issue?

- Case Study 2

OD +3.25 -0.25 X 090  
OS -0.25  
Add + 2.50

- What are the possible reasons this patient is having a vision issues?
  - How would you prove it out?
  - What would you do to resolve the issue?
- CS 3

OD -4.00 -1.00 X 045  
OS -5.00 -1.75 X 135  
Add + 2.50

- What are the possible reasons this patient is having a vision issues?
- How would you prove it out?
- What would you do to resolve the issue?

- CS 4

New Rx  
OD +2.00 -1.00 X 145  
OS +2.00 -1.75 X 135  
Add + 2.50

Currently Wearing  
OD +1.00 -1.00 X 145  
OS +0.50 -1.75 X 135  
Add + 2.50

- What are the possible reasons this patient is having a vision issues?
- How would you prove it out?
- What would you do to resolve the issue?

- Opticians need to have clear process to determine what's wrong when a patient says "I can't see!"  
If we do not it can often cost more than just money, it can cost time to both the office and the patient.