


THESE DON'T WORK!
ABO LEVEL II – 1 HOUR

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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 Education Planning Committee considers content and speakers for future meetings to provide you with the best education possible.



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Financial Disclosure Statement

Andrew Bruce provides consulting services for . . .

- VSP Optics/UUniversity
- Mitsui Chemicals

- All relevant relationships have been mitigated
- He has NO financial interest in any product presented in this course.

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Main Points . . .

- Establishing a protocol for handling patient eyewear concerns is vital
- The SOAP method helps streamline the problem-solving process
- There are many influential factors to consider when problem-solving
- An optician, skilled at problem-solving, can often resolve the patient's concerns without their need for a return visit with the doctor
- How does this benefit the patient and the practice?

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Sound Familiar?



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Where To Begin?

Common Vision Complaints

- "I just picked these up and I can see better with my old glasses"
- "I picked these up a couple of days ago & I feel like my right eye is pulling to the side"
- "My sunglasses are not as clear as my regular pair!"
- "I can't see!"
- "I can't see to drive with my reading glasses!"

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**Establishing A Protocol
For Handling Patient
Eyewear Concerns**

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Dealing With The Irate Patient



- Don't take it personally
- Comply with your company policies
- Listen and show you care
- APOLOGIZE and thank them for the opportunity to make things right
- Diffuse the situation.

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The Phrase That Pays!
Implement Immediately


Your Problem is Real!



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Problem Solving and Troubleshooting


- Refer to patient's chart notes
- Ask questions...
 - What are their symptoms?
 - What is not meeting their expectations?
 - When did they first notice the issue(s)?



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Problem Solving Skills

- **Understand the patients' frustrations**
 - Listen closely
 - Provide reassurance
 - Empathize and relate
- **Ensure the patient feels "heard"**
 - Provide your full attention.




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Troubleshooting is an Art



- Opportunity to learn and expand your skillset
- Your words/reactions will influence the outcome
- Masters at troubleshooting reflect highly on your practice.

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The SOAP Method

- S:** Subjective
- O:** Objective
- A:** Assessment
- P:** Plan.

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S: Subjective





- Based on the patient's perspective
- Chief complaints
- Ask open-ended questions
- Focus on the "what, where, when, how, and why?"

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O: Objective

Checking for "x-ing"

- Based on your perspective as an eye care professional
- Determine patient's BCVA
- Re-verify eyewear powers, fitting, adjustment, measurements
- If possible, verify previous pair.

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A: Assessment

- Interpretation of both subjective and objective data
- Determine cause of patient's concerns
- Opportunity to demonstrate your expertise.



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P: Plan

- Based on assessment, devise a plan of attack
- Rectify issues within your scope of practice
- For Rx issues, discuss findings with the doctor
- Discuss plan with the patient.



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Influential Factors

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Influence of Medical Issues

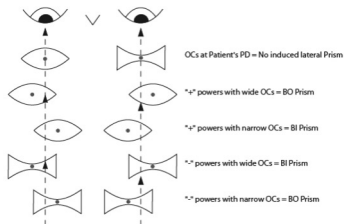
BCVA and Related Eye Health Issues

- Macular degeneration
- Cataracts
- Corneal irregularities
- Dry eye syndrome
- Amblyopia
- Diabetes.



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Influence of Misaligned Optical Centers



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Influence of Dissimilar Base Curves

- **Example Rx:** OD +3.00 -0.50 x 090
OS +3.00 DS
- **Complaint:** Patient is experiencing depth perception issues and complains that one lens is significantly thicker than the other
- **Verification:** Rx and PDs verify as ordered
BC measure: OD +4.00D OS +8.00D
- **What's going on, and why?**

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Influence of Multifocal Fitting Height

Example:

- Previous FT bifocal wearer now needs a trifocal
- Patient has been used to a low fitting seg in a frame with a deep "B"
- Patient insists on seg being kept low otherwise it's too distracting

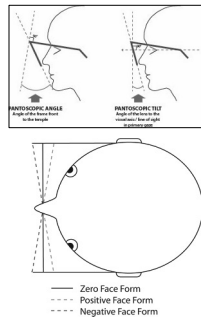
Complaint: Mid-range is much better but must raise glasses to read

- Why?
- How could this have been avoided?

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Influence of Frame Fitting

- How can frame fitting angles affect eyewear performance?
- Changes in pantoscopic tilt of frame
- Changes in amount of face form applied to frame
- Changes in vertex distance.



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Putting SOAP To Work

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Patient Example

Previous Rx:
OTC +1.50 Readers

Original Rx
OD: +0.50 -0.50 x 037
OS: +1.25 -0.50 x 137
ADD: +1.75

New SV Near Rx
OD: +2.75 -0.50 x 037
OS: +3.50 -0.50 x 137

S: 50-year-old female
Distance and near problems with first PALs
Previous: OTC +1.50 readers

O: Worn for 15 days
PDs and seg heights verify as ordered
Lens powers verify with only minor differences
Complex ocular history (see assessment)

A: Amblyopia possible cause of PAL problems
Minor discrepancies in verified powers
Loose-lens O/R calls for extra "plus" at near
Patient elects to have SV near, only
Trial framed SV near with added plus

P: Discuss findings with doctor
Dr okayed re-making as SV near with new powers

RESULT: Patient very happy with near vision
Satisfied with uncorrected distance

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Wrapping Things Up With Wrap Eyewear

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Working With Wrap Eyewear

- Notorious for causing visual discomfort - "swim" sensation
- For best vision, especially with wrap eyewear, default to a compensated lens design
- Apply compensation to PDs.



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PD Modification For Wrap Eyewear

$$PD_{new} = PD_{old} / \cos \alpha$$

Where α = wrap angle

- With wrap eyewear, lenses require different centering
- Optician's responsibility
- **Example:** mono PDs: 34 / 35.5 wrap 15°
- PD_{new} for OD = $34\text{mm} / \cos 15^\circ = 35.2\text{mm}$
- PD_{new} for OS = $35.5\text{mm} / \cos 15^\circ = 36.75\text{mm}$.


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Scientific Calculator on iPhone

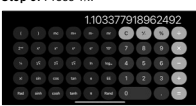
Example: wrap = 25° mono PD = 30mm

Step 1: Open calculator, rotate iPhone sideways


Step 2: Enter 25 (wrap), press cos




Step 3: Press 1/x



Step 4: Press X and enter 30 (orig. PD)



Step 5: Press = for new PD



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Key Takeaways . . .

- Establishing a protocol for handling patient eyewear concerns is vital
- The SOAP method helps streamline the problem-solving process
- There are many influential factors to consider when problem-solving
- An optician, skilled at problem-solving, can often resolve patient concerns, minimizing n/c Rx checks with the doctor— everyone benefits!
- And the "phrase that pays" . . .

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Your Problem is Real!



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Q & A

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Thank You!

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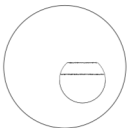
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Extra Credit . . . (Not Really)

- AR coated 7x28 trifocals
- Minimal change in Rx
- POF used, so frame unchanged
- Fitting parameters unchanged
- Material matched to previous, as per chart (poly)
- Same AR coating for old and new pair.

OLD PAIR



NEW PAIR



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What's The Cause and How Would You Proceed?

OLD PAIR



NEW PAIR



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