

The Technician and AI

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1 hour

Course Description

This course explores how optometric technicians can integrate artificial intelligence and innovative technologies into patient care. The session emphasizes improving workflow efficiency, enhancing diagnostic accuracy, and strengthening patient communication. Technicians will learn to champion AI-driven tools and play a vital role in modern optometric care.

Learning Objectives

1. Identify key AI technologies and innovations that enhance pretesting and diagnostic accuracy.
2. Demonstrate how technicians can use AI tools to improve patient communication and education.
3. Recognize leadership opportunities for technicians to champion innovation and elevate patient care in their practices.

Overview – 5 min

- Welcome & purpose: How technicians can lead the way in AI and innovations for better care.
- Set expectations: efficiency + patient care + communication.
- Highlight the role of technicians as frontline innovators.

Core AI-Driven Pretesting Innovations – 5 min

- AI-Enhanced Pretest Devices: autorefractor, keratometry, tonometry with auto-alignment + AI flagging.
- AI-Guided Retinal & OCT Imaging: automatic segmentation, disease detection overlays.
- Efficiency Wins: reduce retakes, shorten workflow, provide clean data to OD.

New Frontiers in Patient Communication – 10 min

- AI-generated patient-friendly summaries.

- Visual education tools: Rendia, PatientPoint, AI overlays for fundus images.
- Voice-to-text transcription tools: record patient symptoms directly into EMR.
- Tech opportunity: translate technology into patient-friendly explanations.

Expanding Technician-Led Testing – 15 min

- Techs can suggest add-on testing when symptoms align.
- Smarter Pretesting & Diagnostic Triage 10 min
- AI algorithms can rapidly analyze pretest data (e.g., autorefractor, tonometer, retinal imaging) to flag abnormalities, prioritize patients for the doctor, and suggest possible conditions.
- Technician's Role: Operate AI-enabled diagnostic devices (e.g., fundus cameras, OCT). Interpret AI triage alerts and escalate appropriately.
Reduce testing redundancy by using AI to guide tailored testing sequences.

Workflow Enhancements with AI – 5 min

- Pre-visit intake & risk triage: smart kiosks, AI patient portals.
- Smart Dashboards: AI EMR modules flagging glaucoma/diabetes risk.
- Tech-OD Communication: prepare OD with AI-flagged notes and patient data.

Technician Leadership Opportunities – 10 min

- Own a niche: dry eye, imaging, patient education.
- Be the champion of innovation in the practice.
- Suggest patient experience upgrades: follow-up texts, FAQs, education tools.
- Commit to continuous learning: ABO/NCLE, paraoptometric certification, AI training.

Wrap-Up and Questions – 10 min

- Recap key themes: AI supports techs, better efficiency, clearer communication.
- Call to action: Pick one innovation to integrate this month.
- Open the floor for questions.