

Tackling Troubleshooting

1 hour

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Description:

Opticians face problems with patient glasses weekly, the majority of them do not know how to handle the problems, or what is causing the problems. This course will help them understand and solve most of these problems. It will go through how to avoid having to troubleshoot, and it will give the student guidelines for troubleshooting. The speaker will go through common concerns and solutions for troubleshooting.

Course Objectives:

- Understand best practices to avoid having to troubleshoot
- Apply best practices when having to troubleshoot
- Solve common patient problems with possible causes and possible solutions

1. The Importance of Troubleshooting (5 minutes)

- a. Patient satisfaction
- b. Referrals
- c. Increased profits
- d. Your credibility
- e. More confidence
- f. Less stress
- g. Head Off Trouble Before it Starts
- h. The practice's credibility
- i. Future customers
- j. Continued prosperity

2. Fit and Dispense it Right (15 minutes)

- a. Pre-adjust, pre-adjust, pre-adjust!!!
 - Start at the front and work back
 - Adjust nose pads
 - Correct Pantoscopic Tilt
 - Correct Vertex Distance
 - Correct Face form
 - Hand it to the patient to put on face
 - Measure accurately
 - Pantoscopic Tilt
 - Vertex Distance
- b. Take fitting height
 - Same eye level with patient

- Consider patient's posture
- Dot pupil center and do not drop measurement!!!
- c. Take P.D. using pupillometer
 - Overview of pupillometer
 - How to use pupillometer correctly
- d. Dispense it right
 - Remark the lenses
 1. Leave the markings on
 2. Explain to the patient prior to placing on face
 3. Adjust with markings
 4. Remove the markings
 - Check vision

3. Problems with Fit (5 minutes)

a. Detecting the Problem

- Stay calm – especially if the patient is stressed
- “No problem” – let the patient know it's fixable
- Sit down
- Watch body language

b. Keys to Success

- Listen! Listen! Listen!
 1. Listen 80%
 2. Talk 20%
- Before making any adjustments make sure you've heard the whole story
- Verify concerns with customer
 1. Verify prescription
 2. Verify fit
 3. Stay calm
 4. Have the patient sit down
 5. LISTEN, LISTEN, LISTEN
 6. Repeat the complaint back to the patient to insure you understand correctly
- Look at adjustment
- Remark and re-verify prescription
- Readjust as necessary
- Dr. re-check as last resort

4. Common Patient Concerns (15 minutes)

a. Glasses cause dizziness, nausea and/or headaches

- Possible causes
- Poor adjustment
- Lenses edged incorrectly
- Incorrect prescription

- Potential solutions
 - Adjust with pantoscopic tilt, vertex distance and face wrap
 - Re-verify
 - OC height, PD and Rx
 - Only then have Dr. re-check
- b. “Feels like I’m stepping high”
- Possible causes
 - Change in amount of cylinder
 - Axis off
 - PD off causing prism
 - Potential solutions
 - Verify Rx and PD
 - Explain about adjustment period
- c. Sensation of walking uphill/downhill
- Possible causes
 - Prism ground into lenses
 - Incorrect Rx
 - Potential solutions
 - Re-verify the OC height, PD and Rx
 - Check for unwanted prism
- d. Must tilt head back to read in multifocal
- Possible cause
 - Incorrect multifocal height – too low
 - Potential solutions
 - Metal frame: try adjusting the nose pads
 - If no improvement, re-measure and remake
- e. Must hold chin down to see clearly at distance through multi-focal
- Possible cause
 - Incorrect fitting height – too high
 - Potential solutions
 - Metal frame: try adjusting the nose pads
 - If no improvement, re-measure and remake lenses

5. Causes to check **(15 minutes)**

- a. Blurry vision out of new single vision lenses
- Possible causes
 - Measurements may be incorrect
 - Incorrect Rx
 - Potential solutions
 - Verify the OC, PD and Rx
 - Only then have Dr. re-check
- b. Distance vision is blurry in PAL
- Possible causes
 - Fit too high

- Incorrect Rx
 - Potential solutions
 - Remark the lenses
 - Verify power through distance power verification circle
 - Check fitting height – too high, adjust nose pads
 - Only then have Dr. re-check
- c. Distance vision in PAL is clear in center but blurry on the sides
- Possible causes
 - Older lens design
 - Insufficient face form
 - Lenses fit too high
 - Blocking wave
 - Potential solutions
 - Switch to new lens design
 - Increase face form
 - Adjust frame for lower fit
- d. Distance vision in PAL is blurry when looking straight ahead but clear on sides
- Possible cause
 - Central wave
 - Potential solution
 - Check clarity of mire in lensometer. If blurry, re-make the lenses.
- e. Reading area is off-center in PAL when both eyes are open
- Possible cause
 - Incorrect monocular PDs
 - Potential solutions
 - Adjust nose pads if possible
 - Re-measure monocular PD, occluding one eye
 - Remake if necessary
- f. Intermediate vision in PAL is not clear
- Possible cause
 - Incorrect PD
 - Potential solutions
 - Re-check monocular PD
 - Remake if necessary

6. Summary (5 minutes)

- a. Take time to fit and measure correctly
- b. Take time to dispense correctly
- c. Stay calm if you have to troubleshoot
- d. Become a master at uncovering problems
- e. Q&A / Discussion