

# Delivering The New Spectacles

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A new pair of prescription spectacles is an important and valuable investment for most people. Therefore we must give this visit the time and importance it deserves.

## An Appointment for Collection of New Spectacles

- ◆ It would be ideal to make an appointment for all deliveries of new spectacles, but this is not always possible.
  - If properly done with the appropriate advice & explanations for the patient, this visit will take between 5 and 15 minutes.
  - If the patient “just drops in on Tuesday”, it is likely that practice staff may be busy with other patients at that time.

*A time for delivery of new spectacles will ensure that the best possible service can be given*

- ◆ With different state government requirements and practice preferences, the spectacles are sometimes delivered by an optometrist or optical dispenser, and sometimes by the optometric assistant who helped select the patient’s frame.
- ◆ Problems with a system of “ring when ready”:
  - This often makes more work with additional phone calls to make contact.

- Appointment time may not be available to suit when the patient is reached.

## Frame Adjustment & Lens Positions

- ◆ Seat the patient.
  - Use a dispensing table if available.
  - Do not deliver spectacles while standing at the reception desk.



*Checking temple length for adjustment*

- ◆ Adjust the new spectacles for the correct frame position and comfort on the patients’ face.
  - Confirm that the frame will not move excessively, but that it is also not too tight behind the ears.
  - Confirm the correct position of the progressive lens markings if applicable, then clean these markings off with acetone or alcohol.

## Demonstration of Lens Performance

- ◆ Check the patient file to confirm what these lenses have been prescribed for. (Are they for reading or distance, etc?)
- ◆ Check the patient file to find the visual acuity expected for this patient. (See section in “General

Optometry Information” discussing the meaning of these visual acuity measurements).

- ◆ We don’t want to ask a patient to read something that we already know they will not be able to read.
- ◆ Hand the patient the reading card so that they hold it close to their body. Direct their attention to text in the lower portion of the card. (This makes it easier with the lower near zone in progressive & bifocal lenses).
- ◆ Demonstrate the different vision in different directions of gaze if a multi-focal lens.
- ◆ Ask the patient to look around the room and confirm that the room “looks normal” without noticeable distortions.

## Problems With Poor Performance?

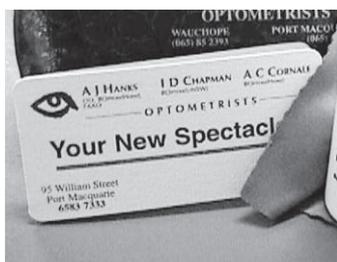
- ◆ If performance of the new spectacles is less than expected (compared to your check of the expected VA), or if the patient is unhappy:
  - Always re-check the prescription in the lenses.
  - Compare this to the original record in the patient’s file (there may be an error on the job packet?).
  - If all correct...
    - Advise the patient about normal adaptation.
    - Suggest adaptation will be easier in familiar surroundings, or by starting tomorrow with the new Rx, and by not swapping between old pairs.
    - Reinforce that they should

come back and see the optometrist if any problems persist.

- If there are persistent concerns, always ask the optometrist who prescribed the lenses.

## Advice on Adapting to a New Prescription

- ◆ Explain to each patient that adaptation to their new prescription “may take a few days”; that this will vary for different people and different lens types; and that they should contact us if the new prescription has not settled within 7 days.



Example of a patient brochure explaining the frame warranty and adaptation advice

- ◆ If one is available in your practice, point out the patient advice brochure and the section about “Adapting To Your New Prescription”.
- ◆ Use the “To Do” list on the computer to record patients who would benefit from a follow-up to confirm their adaptation.

## Highlight Lens Features & the Spectacle Frame Warranty

- ◆ Reinforce the features of the lenses they are receiving: If appropriate, mention the UV protection or the thinner lens material, etc.
- ◆ Explain the warranty that applies if this is a new frame. Mention the quality and that the frame has a warranty that covers the workmanship.
- ◆ Point out the “Warranty” section

in patient advice brochure (if available).

- ◆ Advise the patient to:
  - Always remove the spectacles with 2 hands.
  - Never allow others to try their spectacles on.
  - To always keep the spectacles in their case (“*On your face or in the case*”).

## Case, Cloth & Cleaner

- ◆ Spectacle Case:
  - Work with the patient to select a case that they like and that is suitable for the spectacles.
  - Explain the complimentary range of cases which are included with new spectacles and the special range available at additional cost.
  - If a designer frame is supplied with its’ own named case:
    - Use the matching designer case.
    - Always place a practice naming sticker inside the case for identification.



A case sticker should be used to identify the practice inside all designer cases

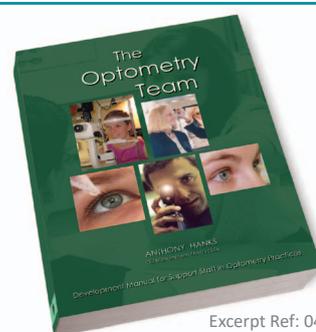
- ◆ Cleaning:
  - The cloth is only intended to wipe fingerprints or smeary marks from the lenses.
  - Do not use the cloth with the spray. (The cloth stays wet in the case and the colour will run).
  - For other cleaning, the lens spray or warm water is recommended.

When lenses are wet they can be dried with a clean tissue.

- Never clean the lenses with a dry tissue.
- Offer the special multi-coat cleaning cloth for anti-reflection lenses.
- Remind patient that more spray can be purchased inexpensively from the practice when needed.
- Point out the patient information about “Care of Your Spectacles”.

## The Patient’s Next Visit

- ◆ Invite the patient to call in at any time for an adjustment or if the frame becomes uncomfortable.
- ◆ Remind them of the recall period which has been advised by their optometrist and that they should certainly come in sooner if they notice any changes in their vision or eyes.



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This is an excerpt from *The Optometry Team*, written by optometrist Dr Tony Hanks - now in its’ 4th edition.

The book is available on-line from [www.hanksresources.com](http://www.hanksresources.com)