

'Uncommon / Complicated Cases in Troubleshooting'
"What do you mean you can't see out of these?!"
Presented by:
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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 Conference Advisory Board considers content and speakers for future meetings to provide you with the best education possible.



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Speaker Financial Disclosure

Bob Alexander has no financial interests to disclose.

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Objectives

At the end of this presentation, you will be able to:

- Recall the S.O.A.P. process for proper trouble shooting steps
- Apply new techniques to uncommon and / or complicated trouble shooting of spectacle lens issues
- React confidently to unique situations posed in the troubleshooting process

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S.O.A.P.

- S – Subjective
- O – Objective
- A – Assessment
- P – Plan



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S.O.A.P.

- S – Subjective
- Info the patient provides to us
- May be highly inaccurate
- It is the BEST starting point
- No matter how trivial it may seem, they are there for a reason



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S.O.A.P.

O – Objective

- Info we gather from patient
- Clarify any misunderstanding
- Use of open-ended questions are a must
- Leading questions are detrimental to the process



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S.O.A.P.

A – Assessment

- Our evaluation of the info from Subjective and Objective
- Provides us with a formulation of underlying problem
- Patient should agree



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S.O.A.P.

P – Plan

- Turning Assessment into action or set of actions
- Present to patient and ask for permission to proceed



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S.O.A.P. Results?

Heard		
Appreciated		
Valued		
Higher rates of success		

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Scenarios

I Can Only See If I Tip My Head . . .	Sometimes I Cover An Eye to Read
Office Lenses Are Blurry!	My Vision Is Great, But These Don't Work
I Can't See Out of These	I Can See Every Leaf On That Tree

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Scenarios

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I Can Only See If . . .

That's what this lens was meant for, what do you mean she can't wear it at work?!



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I Can Only See If . . . - Subjective

- 62-year-old female has had Lasik
- Wears a multifocal CL in one eye only and sits at computer all day
- Had been wearing single vision readers over top and they aren't working anymore



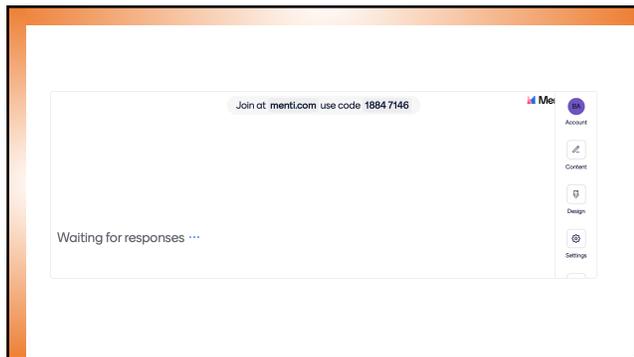
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I Can Only See If . . . - Subjective

- Comment from the ECP customer
 - "I tried to put her in an indoor PAL (while still wearing multifocal CL - she says she can NOT go without it)."
 - "She said she can only see out of those glasses if she looks out of the bottom corner of either eye..... turns her head all the way to the side and looks down at computer screen ?!?!?!?"



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I Can Only See If . . . - Objective

- What CL Rx this patient is wearing?
 - Multifocal OD only -0.50 / high add
- How long has she been utilizing a single vision lens?
 - Years, she also wears a different driving Rx at night (and she is very picky)
- Rx of the SV they were using over CL for computer viewing?
 - Bumped up to +2.00 from +1.75



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I Can Only See If . . . - Objective

- Did the Add power of the refraction go up and that is why the SV over CL isn't working?
 - +1.75 wasn't enough for up close
 - +2.00 was too much for computer
- Why make the move from SV to an office type PAL?
 - 'It is our goal to have all our patients in the best technology possible.'



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I Can Only See If . . . - Assessment

- Keep the SV lens.
 - She's been in it too long to move away from it. And remember, she is very picky.
- However, since she is needing more than +1.75 for near and +2.00 is too much for the computer, try a SV anti-fatigue lens; +1.75 distance Rx, +0.50D in near portion.



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I Can Only See If . . . - Plan

Offer SV anti-fatigue lens and expected benefits.

- She will have her comfortable vision at the computer and with the SV portion
- The +0.50D boost will give her all she needs for near viewing.
- The +2.00 she has in her dominant eye with the -0.50 CL will help with anything in-between.



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Office Lens Lenses Are Blurry!

We switched to your brand,
and, well



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Office Lenses Are Blurry! - Subjective

Our patients that have had office lenses are now trying to adapt to a new brand of office lenses and are complaining of... Poor Visual Clarity!

- Particularly vision at distance and finding a comfortable position for their computer screen.
- So, my big question in contemplating this the past few weeks... is there a different way to prescribe?



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Office Lenses Are Blurry! - Objective

- What is meant by 'poor visual clarity at distance'?
 - The patient's vision at straight ahead gaze, or through the fitting cross
 - This is the total distance of the work environment
- What style lens were you recommending prior?
 - Best suited for 'across the room viewing'



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Office Lenses Are Blurry! - Objective

- What style lens are you recommending now?
 - The style here was determined to be best for desk only viewing



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Office Lenses Are Blurry! - Assessment

You must take into consideration the difference between **main viewing** distance and **working** distance of the lens!

- Main Viewing Distance – Where the patient does the bulk of their visual work
- Working Distance – The focal length of the lens at fitting cross



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Office Lenses Are Blurry! - Plan

- Ensure that all staff, including prescriber, understand the limitations of the lenses offered
- Offer training, information sheets, etc.
- Do a live demonstration



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I Can't See Out of These!

These two pairs are identical, why can't I see out of this pair?



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I Can't See Out of These! - Subjective

Patient presents two pairs of eyewear. Two pairs of PAL's purchased at the same time

- Only difference between the two pairs was color of frame
- Vision in pair 1 is the best he's ever had
- Vision in pair 2 is unacceptable
- No one can find anything wrong with them.



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I Can't See Out of These! - Objective

- Tell me what you have done so far.
 - Took them back to original office as well as a couple other offices in town and no one can find anything wrong.
- Can you share with me what they did to check your glasses?
 - They checked the Rx in the lens to what the Dr. wrote.
 - They also checked the measurements, but he's not sure what that means.



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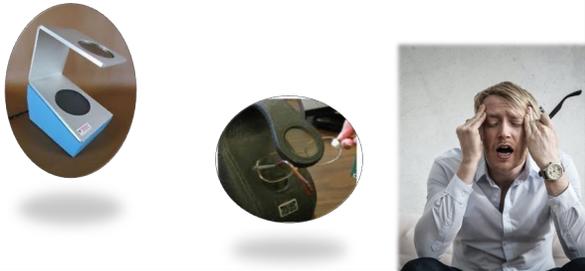
I Can't See Out of These! - Assessment

- Re-check all the obvious
 - Why re-check the obvious?
 - Perception. The patient is expecting it to be done.



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I Can't See Out of These! - Assessment



This slide features three circular images. The first shows a blue box with a lens inside. The second shows a lens being held up to a light source. The third shows a man in a white shirt holding his head in his hands, looking distressed.

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I Can't See Out of These! - Assessment



This slide features three circular images of lenses. The top two show lenses with different light patterns, and the bottom one shows a lens with a different light pattern. The third image shows the same distressed man from the previous slide.

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I Can't See Out of These! - Plan

- Lenses need to be remade
- I can't provide the same PAL as other pair
- Offer to remake both pairs



This slide features a list of three bullet points and a circular image of the distressed man from the previous slides.

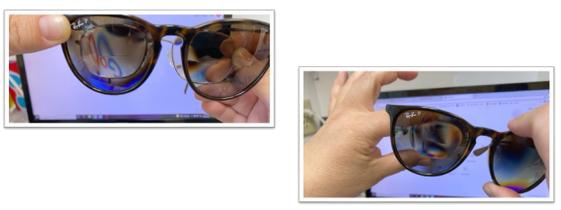
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Another Example



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Another Example



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Not all stress is unacceptable!



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My Vision Is Great, But These Don't Work.

Wait, what?!



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These Don't Work – Subjective

Patient presents with D-28 that was dispensed a few days ago

- At time of dispensing, vision was acceptable at both distances
- Complaints of unacceptable vision at work
- Original troubleshoot performed at distance and near
 - Reveal that both are acceptable



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These Don't Work – Objective

- What type of work do you do?
 - Patient uses multiple screens at work
- How much time do you spend on computer?
 - Spends most of her day viewing triple computer display
- Where are the screens positioned?
 - Screens are at about 5 feet from floor



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These Don't Work – Objective

- What else can you tell me about your work environment?
 - Keyboard and desk are at arm's length
 - Standing while working



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These Don't Work - Assessment

- Solution?
 - Distance Rx = Distance to monitor from eyes
 - Add = Remainder of total original written Rx
- This will require an additional pair of glasses for everyday use
- Provides you the opportunity to introduce the multi-pair concept



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These Don't Work - Plan

Make the lenses work for *her* environment.

- Offer multi-pair solution with expected outcome
- Highlight benefits of task specific visual solutions
- Promote yourself as the expert



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Sometimes I Cover One Eye to Read

Oh, I have a solution for you!



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Cover One Eye to Read – Subjective

- Patient presents Rx with 6.00D of anisometropia
- Sometimes covers one eye to read
- In a +2.50 Add progressive



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Cover One Eye to Read – Objective

- Ever worn slab off?
 - Doesn't know what that is
 - Prescribing ophthalmologist doesn't know what that is



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Cover One Eye to Read – Assessment

- Ophthalmologist agrees that slab off should be tried
 - Use of Fresnel to 'test' acceptance
- Patient agrees and glasses ordered
- Day of pick up, vision is great
- Calls back one day later and vision is unacceptable



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Cover One Eye to Read – Plan

- Present plan to test slab off with Fresnel prism
- Patient accepts and test is successful
- Option to order glasses with slab off surfaced into lens which will replace Fresnel prism
- Patient agrees and glasses ordered
 - Day of pick up, vision is great
 - Calls back one day later and vision is unacceptable



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Sometimes I Cover One Eye to Read

Sometimes the best thing to do, is leave well enough alone!



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I Can See Every Leaf On That Tree!

Then what's the issue?



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I Can See Every Leaf On That Tree! - Subjective

- Patient presents with first pair of glasses after cataract surgery
- States that she doesn't like her vision out of the new lenses
- Wearing same style PAL with only change being new Rx: +0.25 DS +2.50 Add, OU
- 'Something isn't right'.



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I Can See Every Leaf On That Tree! - Objective

- What distance issues are you having?
 - None - no issues
- What computer distance issues are you having?
 - None - no issues
- What issues are you having reading?
 - None - no issues



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I Can See Every Leaf On That Tree! - Objective

- Can you explain what it is that you don't like?
 - When I sit at my reading chair next to my big front window, I can see see the tree at the edge of my yard. When I look at it, I can see every leaf on that tree!
- Is that different than before?
 - Yes. Before, I could tell the tree had leaves, but I couldn't see individual leaves.



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I Can See Every Leaf On That Tree! - Assessment

- Recently had both cataracts replaced with IOL
 - Decrease in contrast
 - Decrease in definition
- Sensory overload?
 - We see with our brain, not our eyes
- Would intentionally blurring help?



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I Can See Every Leaf On That Tree! - Plan

- Trial frame
 - Added +0.25D to distance Rx
- Patient loved it!
- Use our remake to add the +0.25D at distance
 - Note in chart to trial frame next exam with exact Rx for acceptance



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