

The O'Keefe Sisters Top Dispensing Tips

Candace O'Keefe Culp - Laurie O'Keefe Pierce - Jackie O'Keefe Lincoln

Dispensing prescription eyewear is an enjoyable and challenging process. Many times throughout the day, eyecare professionals troubleshoot optical problems. Often the ECP must act to solve an optical problem in front of the client and problems must be solved quickly and effectively. All while maintaining a professional optical image.

This course will detail common optical problems and solutions that will save the ECP valuable time. We will share our own personal "moments of truth" experiences that made us think, "If I only knew then what I know now". We encourage attendees to share their great moments too. We will round out with unique optical tips that increase the quality of the experience for the client/patient.

As a result of this course, the student should be able to:

1. Understand the importance of Reflective Listening.
2. Recommend prism for cosmetic appeal.
3. Properly take the pupillary distance of toddlers.
4. Understand the needs of our elderly population.
5. Differentiate between Feelers, Thinkers, Sensors and Intuitive.
6. Distinguish between optical problems and buyer's remorse

Listening

As more and more individuals are multi-tasking, being a good listener becomes more challenging. We will talk about Reflective Listening. This listening technique can be used in and outside of our workplace.

Troubleshooting & Adaptation

"Something is wrong with my glasses" - resolving patient complaints by creating a checklist to include: Frame Fit, Fitting Heights, Horizontal & Vertical Imbalance Considerations, Rx Histories, Material's ABBE Value and Chromatic Aberration

Prism, Prism, Prism

This will demonstrate the use of prism for cosmetic makeovers for people with prosthetic eyes, to give them a balanced look. Many patients/clients with prosthetic eyes result with the prosthetic eye sitting too low (due to bone loss), or too big (for the same reason, to fit in the skeletal orbit). We can use prism, minus, plus, and cylinder lenses to improve the cosmetics for these people.

Tipsy Toddlers Tips

Fitting eyewear to toddlers requires additional patience and a clear understanding of their eyecare needs. We will touch on this plus the child/parent/guardian relations and end with the best way to measure the pd of a small child

Dispensing to the Elderly

Identifying optical solutions for senior patients based on statistical facts on how the eye ages and visual changes that follow. Tips on how to make your practice "senior friendly."

Know a Pseudo-Myope (Latent Hyperope) when you meet them

This will demonstrate, how everything is not as it seems. We will outline cases of Latent Hyperopia, where the patient/client is showing signs of Pseudo-Myopia due to excessive convergence. Knowing when and how to treat this is critical for the dispensing optician.

Communication

This will outline the four main types of communicators:

Feeler – Thinker – Intuitive – Sensor

The Optyl Story

This short presentation talks about the properties of Optyl material and how to recognize it. We end with a short story in reference to "has memory when heated" (making a right temple out of a left temple during a heatwave at Kennebunk Beach)

Buyer's Remorse – Cancellation Prevention

Triggers which result in buyer's remorse can be prevented with a few techniques that help to build a positive pre-purchase experience and post-purchase experience. Communication proficiency including active listening and choosing phrases to calm emotions in sensitive cases.

