

## Apology & Correction

In the March issue of Assistant's View we announced that on-line CE was available from Coopervision's new website at [learning.coopervision.com](http://learning.coopervision.com). Unfortunately we have discovered, thanks to a couple of you who tried it out immediately, that the website offers access only to US ODs and assistants. We have been talking with Coopervision here in Canada, and they have assured us that they are trying to get access for Canadians. The bad news is that they have no idea when this will happen. We will keep you informed when we hear back from Coopervision. Perhaps it would help if you ask your sales representatives for access. The more our plea is heard, the more likely they are to change things.

## Technical Tidbits

*The Dreaded Spring Hinge is Dreaded No More* — If you haven't yet heard, McCray Optical Supply has developed a spring hinge tool that is truly remarkable. Thanks to a couple of this year's students who recommended it to CAO staff, you can now replace temples on spring hinges single-handedly and in no time at all! Contact McCray at [info@mccrayoptical.com](mailto:info@mccrayoptical.com) or call 416-297-8181.

*Searching for PALs* — Do you want to know what power ranges, materials, and add powers a specific progressive addition lens comes in? Do you sometimes want to find an unusual PAL, for example a polarized photochromic? Do you need a copy of the layout chart for a PAL that a new patient is wearing, so that you can mark up the lens? Visit [www.thelensguru.com](http://www.thelensguru.com). This website is user friendly and lists all PALs made by all companies. You can search by brand name for the parameters of a specific lens or you can search for all lenses which fit the requirements you have. Also most lenses have layout charts that you can print. Obviously the brilliant person who developed this website knew about the headaches we face every day!

*Sobering Info on Re-Using Contact Lens Disinfectants* — “Surfactants [disinfecting] solution[s] help to break down deposits. Disinfectants attack microbes by infiltrating the cell wall structure and destroying it from within. As their cell walls crumble, millions of bacteria, fungi, and other organisms burst open and spill their contents into the multipurpose solution. The next day, a finger swishes through the solution to catch the contact lens and pops it into the wearer's eye. The next night, despite the instruction to not re-use the solution, the contact lens is dropped into the used solution and a squirt of multipurpose solution is added to the used solution in the lens case.

“The preservatives in the previous day's solution were consumed in killing the previous day's bacteria. The short squirt of new solution doesn't have enough disinfectant for the current day's bacteria. The fragments of broken cell walls and cell contents from

yesterday's dead bacteria float over and around the contact lens. The cell contents from today's bacteria are ejected into the solution. Yet, the solution looks deceptively clear to the naked eye.

“The squirt of multipurpose solution wasn't quite enough to fill the lens case, so the hand reaches for the next bottle. It was on sale but not the same brand and not the same disinfectant. Another squirt fills the lens case.

“Now the lens is soaking in a lens case with unclean solution with two disinfectants and not enough of either disinfectant to do the job. The wearer is at risk of an ocular infection.

“When the lens comes out of the eye, it should be placed in the palm of the hand with enough multipurpose solution to cover it and the wearer should rub the front and back of the lens to dislodge the deposits, rinse it, and drop it into clean, fresh solution in a clean contact lens case. After an overnight soak, the lens should be removed from the lens case with a clean finger, rinsed, and carefully applied to the eye. The lens case should be emptied and allowed to air dry.

“Not every microbe will be eliminated with this method. The purpose is to reduce the population of microbes to a level that the body's immune system was designed to handle before contact lenses were invented.

“The good news is that contact lens care is easy. Use clean hands, rub the lens, soak it as long as marked on the package, and clean and air dry the lens case. Add regular visits to your eye care practitioner to be sure you have the right lenses, the right lens care solution and the most up-to-date news about contact lens care.”

– Written by Lanie M. Adamson in AMO Eyecare News, Volume 9, Nov. 28, 2007

## **News from the Provinces**

*British Columbia*— Cathy Grayston from Nicola Eye Care in Kamloops was recently awarded the Paraoptometric of the Year Award by the BC Paraoptometrics. Cathy completed the Optometric Assistant Course in 2003. Congratulations, Cathy!

*Saskatchewan*— SAO's Annual CE is October 24 & 25, 2008. We have very informative speakers and are looking forward to have information sent out for registration soon! Hope you are all having a wonderful fall! Take care and see you soon.

## **OAC & CE News**

*2008-2009 Optometric Assistant Course* — Registration is now being received for this year's Course, so if you have uncertified assistants in your office, who want to take it, now is the time to sign up. Download an application at [www.opto.ca/assistants/pdfs/oac-full-08.pdf](http://www.opto.ca/assistants/pdfs/oac-full-08.pdf) or contact Lise Loyer at [lise@opto.ca](mailto:lise@opto.ca) or at 1-888-263-4676, ext. 216. The newest editions of both textbooks will be required: *The Ophthalmic Assistant*, 8th edition (2006) and *System for Ophthalmic Dispensing*, 3rd edition (2007). The course officially begins on October 1, so don't delay!

*Website Redesign* – We're working hard on launching a new look for our website for CCOA's. We hope to be including some new features, one of which will be a Job

Posting area for CCOA's looking for work, as well as for OD's wanting new employees. With any luck you'll hear much more about all of this in the December issue of this newsletter. If there is anything you think would be helpful to have on this new website, please let Terry Theiss know at [terry@opto.ca](mailto:terry@opto.ca) or call 1-888-263-4676, ext. 218. We can't promise that we will be able to accommodate everyone's wishes, but we'd like to know what you need.

## Practice Management Pearls

Do you have patients who dislike waiting for their exams? Gary Gerber, OD recommends that we think seriously about changing the order in which we provide services to patients. He believes that it is well worth having patients select frames *before* they go into the exam room – all the time. At the front desk during check-in the receptionist will say, “Now is a good time for you to look at our frames.” A simple review of the patient's previous records gives a dispenser a pretty good idea of the patient's ballpark Rx needs. And for a new patient, you can neutralize the current pair of glasses. When patients wear no Rx, his dispensers say, “We'll set these aside until after you see the doctor, but if you don't need glasses we can always make these into non-prescription sunglasses if you like.”

And here's the great news. Patients who have made frame selections earlier in their visits are more likely to buy a second or third pair. He says that his patients tend to be more willing to discuss second pairs for computer use only or reading only, when they are fresh and have time on their hands. When they have already spent a lot of time in the office, they are anxious to leave to fulfill other obligations. It also works well for contact lens wearers, who seem to be more open-minded about contact lens alternatives *before* the exam.

So at your next staff meeting discuss this procedural change. If done with everyone's support (doctors and staff), it becomes second nature very quickly. And it makes a very real difference in terms of increased sales and patient satisfaction.

– From Optometry – Journal of the American Optometric Association, July 2008, Page 404

## Notes from the Lensometer The Overlooked Computer Lens Sponsored by HOYA Vision Care, Canada

With today's society and workplaces revolving around computer technology, it's no wonder that symptoms of Computer Vision Syndrome are on the rise. These symptoms include, eye fatigue, double vision, headaches, and burning, itchy eyes. It is nice to know that we can give our patients some relief from CVS with today's computer lenses. These lenses are specifically made to increase the wearer's productivity and performance by enhancing the intermediate and near vision, which in turn provide exceptional working comfort. Do not make the mistake of limiting these lenses only to computer users, however. They work extremely well for folks with other lifestyles, such as dentists, artists, musicians, even golfers!

Hoya's Tact lens is a true progressive that addresses these needs for our patients in a very unique way. There are three fitting points (EPs) from which you can choose to provide a customized lens for your patient's needs. EP 40 will give a very wide intermediate and near zone. This is best for computer and room distance with lots of reading as well. EP60 will give concentrated near views with some intermediate as well, perfect for reading, crafts, and small detailed work. EF will give some distance view with very wide intermediate and limited near zones. This one is great for office or classroom needs.

When talking to your patients about their lifestyle needs, don't forget to tell them about computer lenses. Your patients will definitely appreciate the enhanced vision and comfort these lenses will provide to them everyday!

– Joyce VanRooyen, CCOA, Professional Education Co-Ordinator, Hoya Vision Care  
Canada, [jvanrooyen@hoyavision.com](mailto:jvanrooyen@hoyavision.com)