

# Guideline for ALL Optometrists / Optician

Prevent human error • Reduce lens loss  
• Increase customer experience

FOR ALL OPTOMETRISTS & OPTICIANS



# Training Objectives

What every practitioner should take away

## 1. SOP to reduce error

Build a consistent checking habit before refraction, edging, ordering and dispensing.

## 2. Minimising Errors

Use clear verification points to reduce wrong lens, wrong side and wrong order incidents.

## 3. Improve Technical Handling

Deliver accurate fitting, clear explanations, proper records and appropriate referral.

## 4. Standardising the Process

Consistency in providing high quality for task handling

## 5. Create Accountability

Every critical step must be completed, recorded and checked by the responsible practitioner.

# 1. Rx Error Prevention

Accurate refraction starts with a disciplined process

## Easy Fogging

ALL Optometrists & Opticians MUST follow the Easy Fogging method.

## Complaint Case Support

When a Trainer handles a complaint case, one refractionist in-store should follow the Trainer.

## Mono PD

Measure Mono PD for ALL progressive lenses and customized lenses.

## Document on FRONT

Record Current Rx, Best Corrected Rx, V/A and Visual Requirement on FRONT.



Professional refraction environment

## 2. Edging Error Prevention

Check before you edge — not after the mistake

### FRAME

Confirm frame model matches the customer card.

### LENS

Confirm lens type and lens degree before edging.

### R / L

Label Right and Left lenses to prevent wrong-side edging.

### QC — BEFORE PACKING

Perform QC on all 20mins & RX jobs before packing/dispensing.

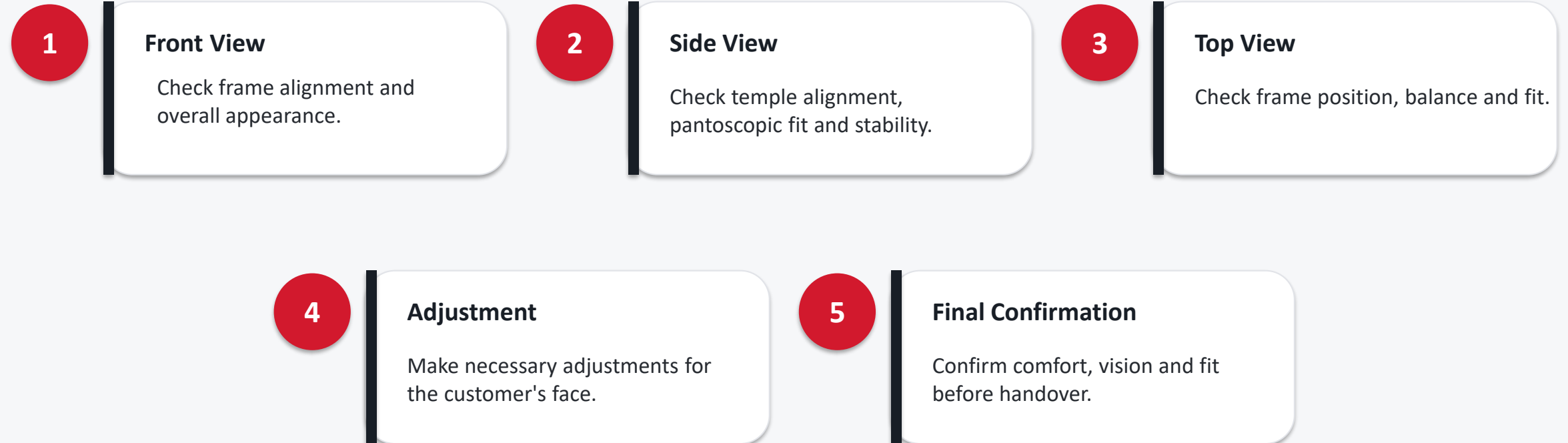
### SCAN IMMEDIATELY

Scan edging and dispensing for ALL jobs immediately.

**VERIFY → LABEL → EDGE → QC → SCAN → PACK**

# 3. Dispensing: 5-Point Check

Final fitting is the last quality gate before the customer leaves



**Critical: 5-point check + adjustment is mandatory before dispensing.**

## 4. Follow Old Power (FOP)

Avoid preventable FOP errors through verification and documentation

### STEP 1 — CHECK

Check the customer's old RX on the lensometer.

### STEP 3 — CONFIRM

Discuss comfort and vision before proceeding.

### STEP 2 — TRIAL

Let the customer try the Trial Frame + Trial Lens using the old RX.

### STEP 4 — RECORD

If customer insists on old RX, remark: "FOP as requested".

**VERIFY THE OLD RX • LET THE CUSTOMER EXPERIENCE IT • DOCUMENT THE DECISION**

# 5. Ordering Lenses — Two-Person Check

One person orders • one person verifies

## CUSTOMER KARTE NO.

All RX and Stock Lens (LK/HKO/JAPAN/ZEISS ) orders must use the Customer Karte No. in Owndays net.

## ONE ORDERER

One person should place the RX order.

## ONE CHECKER

A second person checks the order to prevent wrong-lens errors.

## ORDER CONTROL

Do not send the same Karte No. for the same job. Ref No. must NOT contain symbols, dash or spaces.

## BULK STOCK

Outlet bulk stock-lens replenishment: once per month with valid reasons.

**EMAIL FORMAT → “Total 4 pages, with 37 orders”**

## 6. Doctor's Rx

Trial first. Follow the instruction on the prescription. Record clearly.

### TRY THE DOCTOR'S RX

Let the customer try the Trial Frame + Trial Lens with the Dr's Rx.

### “PRESCRIBE AS GIVEN”

If uncomfortable after trial → refer the customer back to the Doctor.

### “REFINE RX”

If uncomfortable after trial → recheck and refine the RX.



Trial / refraction setting

### RECORD

Take a photo of ALL Doctor's RX on FRONT for record purposes.

# 8. Contact Lens Standards

Protect eye health, fit quality and customer confidence

## FIRST-TIMER APPOINTMENTS

Mon–Fri, excluding weekends/public holidays, 12PM–8PM; weekend/public-holiday walk-ins are subject to practitioner availability.

## EYE-HEALTH CHECK

Follow the internal guideline for the required 6-month eye-health check before dispensing.

## CHECK CURRENT RX

Check current spectacle/contact-lens prescription before proceeding to avoid unnecessary referral or time loss.

## FIT + AFTERCARE

Fitting is compulsory for new-to-OWNDDAYS contact-lens customers. Record fit, eye health, RX and quantity clearly.



Contact lens fitting / slit-lamp assessment

# 9. Contact Lens: Complaint & Hygiene

When customers report discomfort or vision complaints

## VISION / DISCOMFORT COMPLAINT

Conduct the full eye examination and slit-lamp examination, then provide necessary information and refer when indicated.

## CLEANING TECHNIQUE

Explain correct cleaning and handling practices clearly to every customer.

## DOCUMENTATION

Record contact lens fit, eye health, RX and quantity dispensed clearly in FRONT. Keep latest LHC/EHC in notes/remarks.

## SOLUTION KNOWLEDGE

Explain the correct use of solutions, e.g. Hydrogen Peroxide system vs MPS vs Saline.

**GOOD FIT + GOOD HYGIENE + GOOD RECORDS = SAFER CONTACT LENS CARE**

# 10. Fundus Screening

Use the camera as a professional screening and documentation opportunity

## AGE 40+ — INTERNAL STANDARD

For stores equipped with a Fundus Camera, retinal screening is compulsory for customers above 40 years old.

## EXPLAIN PROFESSIONALLY

Explain the fundus photo/results to the customer clearly and professionally.

## REFER WHEN INDICATED

If findings indicate the need for further assessment, follow the appropriate referral process.

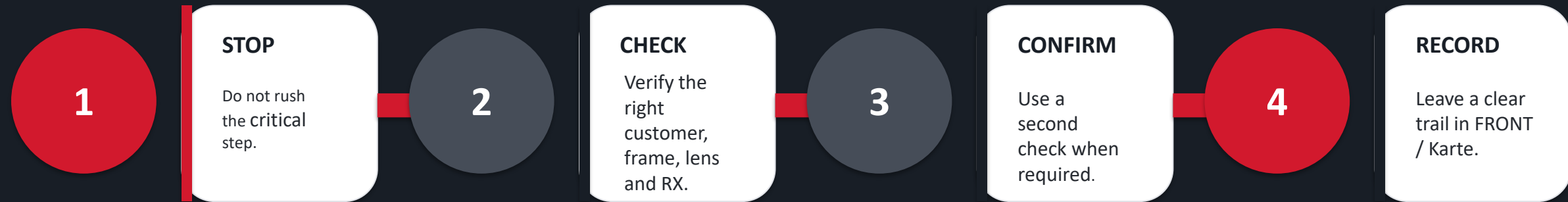


Fundus imaging example

**Professional screening = clear explanation + appropriate documentation + appropriate referral**

# The Error-Prevention Mindset

Stop • Check • Confirm • Record



**“Accuracy is not one big action — it is a series of small checks done consistently.”**

# Daily Practitioner Checklist

Use this as a quick pre-dispensing / pre-order reminder

- ☐ Rx recorded completely on FRONT
- ☐ Mono PD measured for progressive / customised lenses
- ☐ Frame model + lens type + lens degree verified
- ☐ R / L labels checked before edging
- ☐ QC completed before packing
- ☐ Edging + dispensing scanned immediately
- ☐ 5-point dispensing check + adjustment completed
- ☐ FOP / Doctor's Rx trial process followed
- ☐ FitPad / Expert5 completed where required
- ☐ Lens order independently checked
- ☐ Contact lens fitting / eye-health documentation completed where applicable
- ☐ Fundus screening completed for eligible customers in equipped stores

CONSISTENCY PREVENTS REWORK • REWORK COSTS TIME • ACCURACY PROTECTS TRUST

# Important Training Note

Internal operating standards should be used together with current professional and regulatory requirements

## USE THE CURRENT SOP

This deck condenses the internal guideline you provided for training purposes. Practitioners should follow the latest approved SOP, system instructions and escalation process.

## REGULATORY COMPLIANCE

Where a requirement relates to professional practice or regulation, confirm the latest applicable requirements with the relevant authority / company policy before training rollout.

## KEY MESSAGE

Every check protects three things: CUSTOMER SAFETY • LENS QUALITY • PROFESSIONAL TRUST

Training deck prepared from the supplied internal guideline • Images used for illustrative training purposes

# Image Credits

Illustrative images used in this training deck



- Refraction / eye examination image — Riverside Optometry
- Progressive / digital fitting measurement image — Eye-deology Vision Care
- Contact lens fitting / slit-lamp image — Eye Concepts
- Fundus camera screening image — The Kyunghyang Shinmun (illustrative clinical image)

## Note

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