



Basic Dispensing Day 1
Basic Dispensing Day 2
Basic Dispensing Day 3

- Upcoming Classes -

Training a new employee who is unfamiliar with our industry can be a time consuming task. Our Basic Dispensing courses are designed to assist you in your efforts by providing a basic, practical core of knowledge for you to build upon with your own in-office training efforts.

For additional information, call Interstate at
1-800-472-5790



Cancellations and Substitutions Because we limit our class sizes and classes usually fill to capacity, please let us know as soon as possible if you have to cancel. Cancellations made up to two working days prior to the presentation are refundable, less a \$10.00 processing fee. After that, cancellations are subject to the entire tuition fee, which may be applied to any future presentations held by Interstate Optical. If a cancellation is not made and you do not attend, you will be responsible for the entire fee. Attendee substitutions may be made at any time.

WHAT:
Basic Dispensing Days 1, 2, & 3
Course topics are listed on the back of this sheet.

WHERE:
Interstate Optical Interstate Optical
680 Lindaire Lane or 2902 Mitthoefer Place
Mansfield, OH 44906 Indianapolis, IN 46229

Confirmation will be sent upon receipt of your registration VIA EMAIL. Please be sure you provide a valid email that is checked regularly, as this is the most expeditious way for us to contact you regarding the classes. Hotel accommodations are available nearby with transportation provided if needed. A map with directions will be sent just prior to the course date.

WHEN:
Day 1:
Tuesday, November 13, 2018 - Mansfield
Tuesday, November 20, 2018 - Indianapolis
Day 2:
Wednesday, November 14, 2018 - Mansfield
Wednesday, November 21, 2018 - Indianapolis
Day 3:
Thursday, November 15, 2018 - Mansfield
Thursday, November 22, 2018 - Indianapolis

TIME:
9:00 am to 3:00 pm
SPACE IS LIMITED SO SIGN UP EARLY!

COST:
\$89.95 per person per day which covers the cost for the course materials and lunch, which is provided by Interstate.

REGISTRATION FORM:

- Day One
- Day Two
- Day Three

Office Name: _____

VALID Email Address: _____

Account Number: _____

- Person(s) Attending: 1. _____
2. _____
3. _____

Address: _____

City: _____ State/Zip: _____

Phone: _____ Fax: _____

- Check Enclosed \$89.95/person/day
- Please invoice my lab account

Attending courses at:
 Mansfield Indianapolis

Fax or email this form to:
Fax: 1-800-342-4136 or
awoodrow@interstateoptical.com
Interstate Optical Co. Inc.,
680 Lindaire Lane, Mansfield, Ohio 44906



Basic Dispensing Course Agenda



DAY ONE COURSES

Elementary Optics & Lens Design

1. Introduction and Lab Tour
 - Functions of the Laboratory
 - Office, Stockroom, Surface Dept, Finish Dept, AR Coating
 - Using the Laboratory as a Consultant & Source of information
 - Frame styles and options
 - What is the best lens for a given Rx
 - Troubleshooting
2. Basic Optics
 - Anatomy of the Eye
 - Basics of how the Eye functions
 - Cornea
 - Crystalline lens
 - Retina
 - Visual Conditions of the Eye
 - Hyperopia
 - Myopia
 - Presbyopia
 - Astigmatism
 - How lenses correct these conditions
 - Plus lenses, Minus lenses, Sphero-cylinder lenses, Multifocals
 - What will finished Rx look like?
3. Lens Selection – Dispensing New Technology lenses
 - Understanding how they work and how to dispense them
 - Design Options
 - Standard, Aspheric, and Digital
 - Progressives
 - What to say – Words to avoid
 - Bifocals/Trifocals
 - Computer Eyewear
 - Material options
 - What are the differences and when is a given material appropriate?
 - Glass, Plastic, Polycarbonate, High Index
 - Features of Lens Materials
 - Index of Refraction, Specific Gravity, Abbe Value
 - Glass, Plastic, Polycarbonate, Hi-Index
 - LiteR vs SlimR
 - Duty to Warn
 - Lens Options
 - Photochromics
 - Polarized,
 - AR, UV, Blue Light
 - Mirrors

DAY TWO COURSES

Practical Dispensing & Frame Fitting

1. Introduction to basic Tools
 - The most common tools used
 - When to use the proper tool
2. Recognizing Standard Alignment
 - The starting point for good fitting
 - What should the frame look like prior to fitting?
 - How to align the frame properly –Universal Alignment
 - Diagram of a Frame
 - Pre-adjustments
3. Fitting from Universal Alignment
 - Choosing the right Frame size
 - How to determine the correct frame size for the patient
 - What is the correct size?
 - Selecting eye size, bridge size, temple length
 - Will it be comfortable?
 - What will the finished Rx look like?
 - Adjusting the Level
 - Adjusting Nose Pads
 - Frontal Angle, Splay Angle, Vertical Angle
 - Adjusting the Temples
 - Length
 - Width
 - Angle – Pantoscopic tilt, Retrosopic tilt
 - Bend
 - Fold
4. Evaluating the Adjustment and Fit
 - Contact points
 - Troubleshooting
 - Problems with the frame fit
5. Analysis of visual problems and the possible relationship to adjustment
 - Correcting vision problems through frame adjustments
 - Raising & lowering bifocal heights
 - Adjusting to eliminate induced prism
 - Increasing or decreasing face form to improve visual field
 - Pantoscopic tilt

DAY THREE COURSES

Enhancing the Patient Experience

1. A Focused Eye on the Patient
 - Building a Patient for Life – Our professional Goal
 - Satisfied Patients
 - Increased Capture Rate
 - A team that has ownership
 - Increased Revenue
 - Creating a Team
 - Creating an Atmosphere
 - Eyeglasses – The Bottom Line
 - Don't pre-judge
 - Informing and Educating ourselves
 - New products
 - New techniques
2. Communicate, Educate, Satisfy
 - Educating our patients?
 - CARE
 - Educating patients on products that best fit their lives
 - Lifestyle Dispensing
 - What are your patients hearing?
 - Translating Optical "Tech-Speak"
 - Using words and terms our patients can understand
3. Maximizing Profits and Patient Satisfaction
 - Every Patient is a Private Pay
 - Warranties & Remakes
 - The proper way to communicate warranties to your patient
 - Who do they affect?
 - The patient, the practice, you
 - Why do we have them?
 - Intent of warranties
 - How to use Patient Satisfaction as a practice building tool