



I Can't See: Troubleshooting RX Complaints



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Top Patient Complaints *We Hear*



- TWO YEAR STUDY
- 49% Clinic
- 51% Optical
 - 45% Eyewear not Ready
 - 40% I Can't See



Problem Solving

It's A Process

Question & Listen

Identify, Analyze & Solve

Learn From The Past.



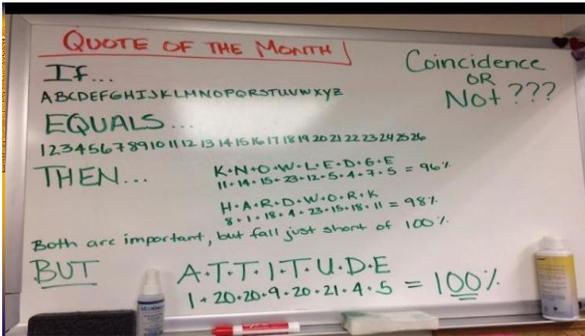

Barriers Of Comprehension

Thinking While Listening

Silently Critiquing

Formulating Responses Prematurely

The Patients Knowledge, Patience, Trust.

QUOTE OF THE MONTH

IF...
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

EQUALS ...
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26

THEN...
 $K \cdot N \cdot O \cdot W \cdot L \cdot E \cdot D \cdot E = 96\%$
 $H \cdot A \cdot R \cdot D \cdot W \cdot O \cdot R \cdot K = 98\%$
 $3 \cdot 1 \cdot 18 \cdot 4 \cdot 23 \cdot 15 \cdot 18 \cdot 11 = 100\%$

Both are important, but fall just short of 100%.

BUT $A \cdot T \cdot T \cdot I \cdot T \cdot U \cdot D \cdot E = 100\%$

Coincidence
OR
Not ???



Visualization



What will it look like?

What will it feel like?

Will the patient be happy with it?

Would I be happy with it?

What Are More Common?

ONE EYE BLURRY

- Lens Fabrication
- Lens Aberration
- Different Substrates
- Non-Asphericity
- Induced Prism
- OC Considerations
- As Worn.



What Are More Common?

BOTH EYES BLURRY

- Over/Under Corrected
- Vertex Distance
- Induced Prism
- Working Distance Miscalculated
- POL in New Frame.
- Lens Material
- PAL Considerations




Lens Materials Matter

Meet Professor Ernst Abbe
ABBE Values

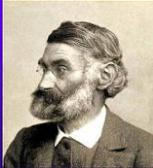
Things seem clear yet something just isn't right.

Check The Lens Material
Previous Pair
Mix Matching.



Lens Materials Matter

1. Crown Glass = 59
2. CR39® = 58
3. 1.54 = 47
4. Trivex™ = 43-45
5. 1.60 = 38
6. 1.56 = 37
7. 1.70 = 36
8. 1.74 = 33
9. 1.67 = 32
10. Polycarbonate = 29
11. 1.80 Glass = 25



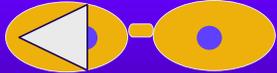
Horizontal/Vertical Influence

- Prism
- Combined
- Prescribed
- Un-prescribed Causes
OC, PD, Edging Slippage, Larger Lens Circumference



Horizontal Clues

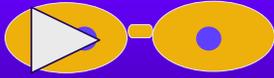
- Pts. Right Lens Image
- Image Too High Temporally
- Image To The Apex
- Base In or Base Out?
- Base In





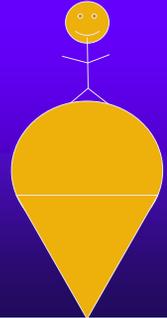
Horizontal Clues

Pts. Right Lens Image
 Image Too High Nasally
 Image To The Apex
 Base In or Base Out?
 Base Out



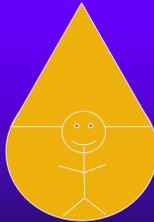
Vertical Clues

I feel taller
 I feel like I am walking down a hill
 I feel like I am standing on a hilltop



Vertical Clues

I feel shorter
 I feel like I am standing in a bowl
 I feel like I am walking up a hill



Vertex Distance

Prescribed
 High Powers
 Combined 6D or Greater
 What About The Frame?.



Vertex Distance Compensation

9mm In The Chair
 FAM & CAP
 Document It!.



SV OD, OS, OC Centration

Higher Indices
 High/Low Fitting Eyewear
 High Rx Powers
 Freeform DST Lenses
 Human Factor - Posture





Segs Rising & Falling

Horizontal
Centration, Design

Vertical
Eye Placement

What's The Complaint?
Pulling, Imbalance, Headache

What's The Solution?
Optics vs Cosmetics.




Near Vision Over-corrected or Under-corrected?

"My near vision is not clear and I have to hold my book too far away."




The Answer Is...Undercorrected

Prescribed Intentionally

Aging Presbyope Concerns

Eyestrain

Headaches.




Near Vision Over-corrected or Under-corrected?

"My near vision is not clear and I have to hold my book too close to my face."




The Answer Is...Overcorrected

Problematic For High Add Powers

Reduces Intermediate

Eyestrain

Headaches.




Distance Vision Under-corrected

May Be Prescribed Intentionally

Myopes Can't Compensate

Hyperopes Use Accommodation for DV

Symptoms
Eyestrain
Headaches
Visual Discomfort





Distance Vision Over-corrected

May Be Prescribed Intentionally
Hyperopes Can't Compensate
Myopes Use Accommodation for DV

Symptoms
Eyestrain, Headaches, Pulling



PAL CONSIDERATIONS

Former Bi-focal Wearer - OC Drop

Conventional vs FF/DST

Older Design

Human Factor - Posture



As Worn

Pre-adjust The Bench

Adjust To The Patient

Affirm With The Patient

Now We Can Measure

3 Adjustments to Consider.



Oooooooooops

Wrote The Wrong Sign

RT & LT Reversed

Incorrect Transposing

Unequal VD.



Oooooooooops! Again!

Miscalculated Working Distance

Stress/Aberrations = C Size

Prism Induced

The Rush Factor.



To Err Is Human

Don't Forget ANSI

No Finger Pointing

Be The Adult

Correct It.



 **Checklist For Success**
Paper Trail

Verification
Follow A Checklist



Steps One Through Six
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 **Patients Are Human Too**

Significant Change
Wrong Pair Worn
In The Wrong Way
Medications
25% Don't Disclose
Post Surgical
60W versus 40W.



 **Expect The Unexpected**

The Patient Deserves A Heads-Up.

Polarized Filters
Lower Abbe Value
Variable Tints
CL Experience
Huge Rx Change
1st Progressive Lens
No A-R
What Else?



Invite Back With Engaging Verbiage.