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DOCTORS OF OPTOMETRY

Optometric Personnel – Virtual

Saturday, November 14, 2020

09:00	<p>Rhiannon Verran & Shelley Adams - Life Changing Technology for People with Sight Loss (1 CE Hour)</p> <p>Technology has been a game-changer for those living with sight loss. In this presentation we will describe and demonstrate some of this technology – from smartphones and apps to wearable devices. We will also provide an overview of our two distinct organizations, and how we can work with you to help your patients.</p>
10:00	<p>Joyce VanRooyen - Triage (1 CE Hour)</p> <p>How do you feel when you get those emergency calls at the office? Are you prepared with how to handle them in a way that calms the patient and gathers all the information for the OD? Triageing your patients is crucial to maintaining the flow of the office as well as providing your patients with timely care in a sometimes scary situation. This session walks through what you need to know about triaging effectively but with care and compassion for the patient on the other end of the line. Come and get refreshed on what you already do right as well as learn some tips and tricks on triaging your patients.</p>
11:00	<p>Joyce VanRooyen – Telephone Etiquette (1 CE Hour)</p> <p>You talk to about 95% of your patients on the phone at one point or another. Their experience on the phone is often their first impression of your office – no pressure! This session uses a fun exercise to help us realize the differences between helping someone on the phone compared to someone in person. We'll use those differences to create new 'rules' to create an amazing experience for each person who calls your office for any reason. Your manner on the phone also impacts the impression you leave with those patients IN the office observing you. Come and learn how to see things from your patient's perspective and give them an experience they won't get anywhere else – even before they enter your office!</p>
12:00	Break
01:00	<p>Dr. Kristine Dalton - Concussion Patients in Practice and Things I've Learned Along the Way (1 CE Hour)</p> <p>The incidence of concussions due to sports and other causes are dramatically increasing. It is estimated that between 60-90% of patients with concussion or traumatic brain injury experience visual symptoms, but oculovisual assessments are included in the routine care for these individuals. This talk will provide introduce concussion as an injury and discuss current clinical management of concussion injuries, including how these patients can be managed day-to-day in a clinical practice.</p>

Sunday, November 15, 2020

09:00	<p>Dr. Seema Nanda - Harry Potter and the Secret Chamber of Dry Eye Spell (1 CE Hour)</p> <p>Description: Diagnosing Dry Eye Disease has advanced significantly over the last few years. Understanding the tear film and the effects on the corneal surface will initially be reviewed. Next, through the use of Harry Potters sorting hat, we will be dividing the layers into lipid, aqueous, mucin, and corneal epithelium. Once they are assessed, then we will discuss the appropriate diagnostic test, including, but not limited to MMP-9, TBUT, & corneal staining. Enter the Secret Chamber and learn all the Dry Spells we can perform as clinical wizards.</p>
10:00	<p>Dr. John Gelles & Dr. Dan Epshtein - Cataract Surgery for the Para-optometrist Professional (1 CE Hour)</p> <p>This course will provide an introduction to cataract surgery from a para-optometric perioperative care perspective. An introduction on cataracts and cataract surgery will be followed by a discussion of preoperative considerations, preoperative testing, and postoperative management. This course will also serve to review the ASCRS preoperative ocular surface disease algorithm which helps differentiate visually significant from non-visually significant ocular surface disease for patients preparing to undergo cornea or cataract refractive surgery.</p>
11:00	<p>Joyce VanRooyen - Embracing Objections (1 CE Hour)</p> <p>While some people think objections mean someone is looking for an excuse to NOT interact with you, the truth is that objections are an opportunity. They should be welcomed and appreciated. It means someone wants to know more about WHY they should continue to work with you, they just don't know how to ask the right questions. This session will provide you with a formula you can apply to any objection that will make you more comfortable and feel better prepared to not only overcome objections, but actually embrace them. This session is designed for all staff in the office - from front desk to pretesters and in the gallery.</p>
12:00	Break
12:45	<p>Dr. Seema Nanda - Putting the Squeeze on Lid Margin Disease (1 CE Hour)</p> <p>Description: This course will discuss lid margin disease including anatomy, etiology, signs & symptoms, as well as, current treatment options. Guidelines on how to grade lid margin disease will be presented. The impact of the disease and importance of treatment will be discussed.</p>