



Vision Care (VC) IV Clinical COURSE SYLLABUS Curriculum Outline



Description:

Vision Care IV- Clinical Studies is a course that guides students to make connections from the classroom to the healthcare industry through clinical experiences/activities. This course is designed to further develop and apply knowledge and skills in the profession. The students in this course will review and build on all the information and skills presented in the previously required course foundation standards. The students will relay these skills to real-life experiences.

Introduction to The Flaum Eye Institute

Exposure to all facets of the Eye Institute including call center, clinical coordination, nursing, surgical planning, reception, finance, marketing, outreach, research labs tour, observational surgical viewing, etc.

Retail Optical Rotation

Introduction to optical shop operations, product knowledge, NYS rules and regulations, hands-on frame selection and adjustments, optical shop workflow and inventory management, optical lab procedures, and frame styling.

Part I: Understanding Optical Shop Operations

1. Introduction to the Optical Shop:

- Overview of the optical shop's layout, including frame displays, contact lens selection area, and lab.
- Introduction to key staff members and their roles, such as opticians, technicians, outpatient access specialists, and on-site providers.

2. Product Knowledge:

- Training on different types of lenses, lens materials, and coatings.
- Familiarization with various frame styles, brands, and materials.
- Understanding prescription interpretation and lens customization options.

3. Customer Interaction Skills:

- Role-playing exercises to practice greeting customers, understanding their needs, and providing personalized recommendations.
- Training on effective communication techniques to explain lens options, frame features, and pricing.

4. Overview of Optical Software:

- Introduction to optical software used in the optical shop, including My Vision Express, Eyefinity, Eyemed, Epic, DVI for Spectacle lens orders from the Lab, and OOGP for Contact lens orders.

5. Optical Ordering Process:

- Step-by-step demonstration of the optical ordering process, including frame selection, lens fitting, and adjustments.
- Hands-on practice with frame measurements, pupillary distance measurements, and fitting adjustments for multifocal lenses.

6. Receiving Jobs from the Labs:

- Receiving jobs from spectacle lens labs and performing inspection lenses for accuracy of prescription, ensuring frame alignment, and verifying that the frame and lenses are free of any scratches or marring.
- Receiving contact lens supplies from the contact lens warehouse and inspecting for accuracy of script versus order placed.
- Contacting the patient to inform them of the arrival of the product and providing location hours and address for pickup.

7. NYS Rules and Regulations for Ophthalmic Dispensing:

- Overview of New York State rules and regulations governing ophthalmic dispensing.
- Discussion of legal and ethical considerations in optical shop operations.

Part 2: Advanced Optical Shop Operations and Customer Service

1. Optical Shop Management:

- Overview of inventory management procedures, including ordering, stocking, and tracking frames and lenses.
- Training on billing and insurance processing for eyewear purchases.

2. Advanced Customer Service Skills:

- Handling challenging customer situations, such as complaints or returns, with professionalism and empathy.
- Role-playing scenarios to practice managing customer expectations and resolving conflicts effectively.

3. Specialized Services:

- Introduction to specialized services offered by the optical shop, such as contact lens fitting or low vision aids.
- Training on additional products, such as sunglasses or sports eyewear, and their specific features and benefits.

4. Interactions with Ophthalmologists and Optometrists:

- Shadowing opportunities to observe interactions between optical shop staff and ophthalmologists/optometrists.
- Understanding how prescriptions are received, verified, and fulfilled within the optical shop.

Throughout both sessions, emphasis will be placed on supervised hands-on learning opportunities, interactive exercises, and real-life scenarios to simulate the day-to-day operations of an optical shop serving ophthalmologists and optometrists. Feedback from experienced staff members and opportunities for questions and discussion will also be incorporated to facilitate learning and skill development.

Clinical Care Rotation

Shadow ophthalmologists & Optometrists from any of our subspecialties - Optometry, Comprehensive, Glaucoma, Plastics, Retina, Uveitis, Ocular Oncology, PEDS, Urgent Eye Clinic, Neuro, Ocular Genetics, Lasik, Cornea & Low Vision. Observe patient consultations, shadow/assist nursing, escort patients within the clinic flow, introduction to diagnostic equipment, and assist with visual acuities such as the operation of the electronic eye chart, pupil response test, operation of the OCT machine, and other non-invasive tests.

Population Health

- Participating in vision screenings at area schools
- St. Michael's: Weekend opportunities for frame adjustments
- Williamson and Marion: Eye examinations for older adults

Activities include greeting participants, ensuring documentation is complete, performing vision screenings, performing aspects of an eye exam, glasses repair & adjustments

STANDARDS

NYS CDOS - HEALTH SERVICE

[CDOS.3b.1B](#)- Apply natural sciences to health services

1C. Apply mathematics to health care:

1. Measurement
2. Ratio and proportions

1F- Apply foundation skills:

1. Problem Solving
2. Critical Thinking
3. Research

CDOS 3b 2A. Health Care Systems: understand the current healthcare system and its impact on health

2B. Understand service delivery settings (e.g., hospital, clinic, laboratory, office, home).

2D. Identify career choices in health care

CDOS.3b.8A- Understand the scope of health care occupations

CDOS 3b 4A Identify and understand legal issues related to health careers:

4B. Identify and understand ethical issues related to health careers:

CDOS 3b 6A Understand medical terminology and abbreviations.

6B. Develop and practice elements of professional communication:

6C. Understand medical documentation:

6E. Develop job-seeking skills:

CDOS 3b 7A. Interpersonal Dynamics: Develop team-building skills and behaviors within the health care setting(s).

7B. Understand functions and roles within a health care team(s).

7C. Develop positive communication skills:

7F. Understand professionalism in the healthcare system:

NATIONAL CONSORTIUM FOR HEALTH SCIENCE EDUCATION

[NCHSE](#)

1.3 Medical Mathematics

1.3.1 Demonstrate competency using basic math skills and mathematical conversions as they relate to healthcare.

2.1 Concepts of Effective

2.1.1 Model verbal and nonverbal therapeutic communication.

2.1.2 Identify common barriers to communication.

2.1.4 Interpret elements of the communication process using the sender-message-receiver feedback model.

2.1.5 Modify communication to meet the needs of the patient/client and to be appropriate to the situation.

2.3 Written Communication Skills

2.3.1 Use proper elements of written and electronic communication

2.3.2 Prepare examples of technical and informative writing.

3.1 Healthcare Delivery Systems

- 3.1.1 Differentiate healthcare delivery systems and healthcare-related agencies.
- 3.1.2 Examine the healthcare consumer's rights and responsibilities within the healthcare system.

4.1 Personal Traits of the Health Professional

- 4.1.1 Identify personal traits and attitudes desirable in a career-ready member of a health team

5.2 Legal Practices

- 5.2.1 Apply standards for the safety, privacy, and confidentiality of health information. • HIPAA • Privileged communication

6.2 Cultural, Social, and Ethnic Diversity

- 6.2.2 Demonstrate respectful and empathetic treatment of all patients/clients/families.

7.1 Infection Control

- 7.1.2 Differentiate methods of controlling the spread and growth of pathogens.
 - b. Standard precautions

7.2 Personal Safety

- 7.2.1 Apply personal safety procedures based on Occupational Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations.
- 7.2.3 Demonstrate and apply the use of Personal Protective Equipment (PPE)

8.1 Healthcare Teams

- 8.1.1 Evaluate roles and responsibilities of healthcare team members.
- 8.1.2 Identify characteristics of effective teams.

8.2 Team Member Participation

- 8.2.1 Recognize methods for building positive team relationships.
- 8.2.2 Analyze the attributes and attitudes of an effective leader.
- 8.2.3 Apply effective techniques for managing team conflict.
- 2.4 Evaluate why teamwork is an important part of healthcare and how it improves patient care

9.2 Healthcare Across the Lifespan

- 9.2.1 Discuss physical, mental, social, and behavioral development and its impact on healthcare.
- 9.2.2 Identify socioeconomic determinants of health and wellness.

10.1 Technical Skills- Vision Care*

- 10.1.1 Demonstrate procedures for measuring and recording eyesight in both normal and abnormal ranges - including but not limited to
 - Pupillary distance
 - Nearsightedness (myopia), a condition that makes far away things look blurry.
 - Farsightedness (hyperopia), a condition that makes close-up things look blurry.
 - Astigmatism, which causes generally blurry vision and makes it hard to see at night.
 - Presbyopia (only in middle-aged adults and older), this condition makes it hard to see things up close.
 - Glaucoma

11.1 Key principles, components, and practices of health information systems (HIS)

- 11.1.3 Create electronic documentation that reflects timeliness, completeness, and accuracy.
- 11.1.4 Examine information systems policies, procedures, and regulations as required by national, state, and local entities

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NATIONAL CONSORTIUM FOR HEALTH SCIENCE EDUCATION

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