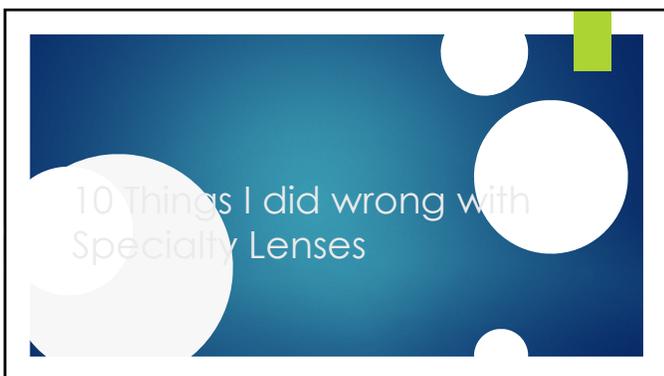
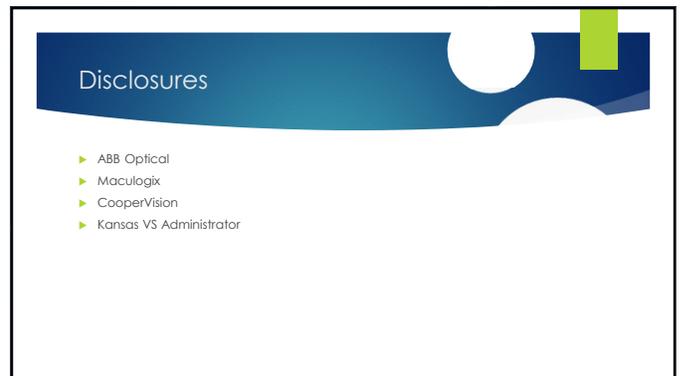
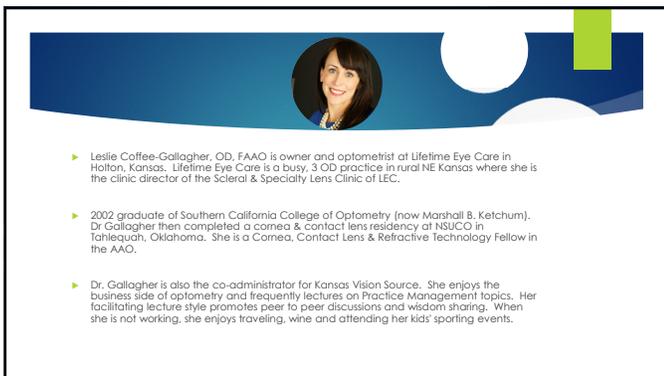


Tales from the trenches: Avoid my specialty lens mistakes



Tales from the trenches: Avoid my specialty lens mistakes

Create a MNCL day/block

- ▶ Schedule is more predictable
- ▶ Better flow & organization
- ▶ Techs have MNCL on the brain
- ▶ More repeatable experience
- ▶ Referring ODs prefer separation



Mistake #2



Intentional Growth

- ▶ Introduction letters to OMDs, corneal specialists, and other ODs
- ▶ Verbiage differences
- ▶ Summary letters on all patients
- ▶ Separate Facebook page
- ▶ Optimize search engines, etc

Mistake #3

OTHER DOCS IN MY PRACTICE KNOW WHAT I DO

Well, this is kinda awkward

- ▶ Give very specific examples of ideal referrals
- ▶ Obvious: KCN or PMD
- ▶ Do the doctors you work alongside know ALL the applications for scleral lenses?



Mistake #4

NOT DELEGATING

Tales from the trenches: Avoid my specialty lens mistakes

HLA vs LLA

- ▶ Insertion & Removal
- ▶ Acquiring OCT scans
- ▶ Going over payment plans
- ▶ Billing/coding
- ▶ ???



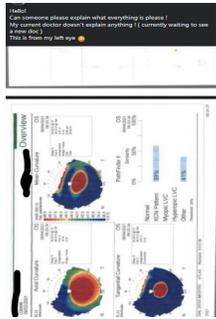
Staff Training Resources

- ▶ YouTube
- ▶ GPLI
- ▶ Specialty GP labs
- ▶ Training at meetings



My patients are all educated on the condition

#5

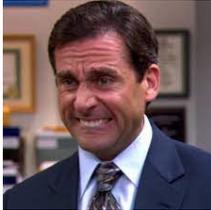


My doctor recommended Progent, a cleaning process that you use once a month to get rid of protein build up because they can get really cloudy as well as use the Clear Care peroxide to clean them daily when you take them out your eyes

Abingya
Thanks LaToya. I will try to see if I can find any of those in my area. Although, I do think that during my last visit to my lens person, he cleaned them for protein build-up. He never really gives/prescribes the solution to me.



I went to the Cornea doctor and they tested my eye pressure. My one eye read as 22. They said it was borderline high. Has anyone else experienced this? Should I be concerned?



Tales from the trenches: Avoid my specialty lens mistakes

Mistake #6



NOT Pre-Appointing

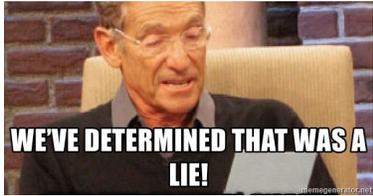
- ▶ Don't wait for an emergency
- ▶ Importance of backup pair
- ▶ Progression & need for refit



“
My biller/outside billing company
knows how to bill specialty lenses
”

Mistake #7

BOX 19!!!!



Mistake #8 Using same protocols as standard CL



Mistake #9 Waiting for Medical Insurance to Pay



Tales from the trenches: Avoid my specialty lens mistakes

