

# SFHOPTR11

## Provide a contact lens collection service



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### Overview

This standard covers the supply of contact lenses including checking the prescription and demonstrating to the customer how to fit, care and store contact lenses. It also includes the after-care arrangements, out-of-hours service and arrangements for further appointments. Users of this standard will need to ensure that practice reflects up to date information and policies.

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### Performance criteria

#### Confirm the contact lenses against the order and prescription

*You must be able to:*

- P1 confirm that the contact lenses received from the supplier or stock match the order requested
- P2 ensure the contact lenses' specification matches the customer's prescription
- P3 identify and record discrepancies/defects and take remedial action
- P4 ensure that where anomalies or complex requirements are identified, the relevant person is consulted
- P5 record information accurately and advise the customer that lenses are ready for collection
- P6 ensure the contact lenses are prepared and stored ready for collection
- P7 maintain hygiene procedures

#### Supply the contact lenses to customers

*You must be able to:*

- P8 advise the customer that the order has been received
- P9 advise the customer of the collection procedure
- P10 ensure the customer is familiar and confident with the routine lens fitting procedures described by the contact lens optician
- P11 show the customer how to insert, remove and centre contact lenses as agreed with the contact lens optician
- P12 ensure when the customer requires checks on vision, fit and comfort, they are referred to the contact lens optician
- P13 ensure that your instructions to customers are clear and accurate and easily understood
- P14 maintain a helpful and courteous manner with the customer
- P15 ensure that where anomalies or complex requirements are identified, the relevant person is consulted
- P16 identify any difficulties and problems and refer to the relevant person for assistance
- P17 confirm the wearing schedule with the customer as agreed with the contact lens optician
- P18 maintain hygiene procedures

#### Advise customer on handling and care requirements

*You must be able to:*

- P19 show and demonstrate to the customer how to routinely handle, store and care for their contact lenses

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- P20 provide contact lens cleaning instructions to the customer and explain how they should be cleaned
- P21 recommend to the customer accessories and solutions appropriate to the contact lenses supplied in accordance with the advice of the contact lens optician
- P22 ensure that requests for information outside your area of responsibility are referred to the relevant person
- P23 ensure that where anomalies or complex requirements are identified, the relevant person is consulted
- P24 explain to the customer the circumstances where the wearing of lenses may be ill- advised
- P25 explain what the customer should do if advice is required out of hours
- P26 ensure contact lenses are handed over to the customer as instructed by the contact lens optician
- P27 make arrangements for routine aftercare visits as required by the contact lens optician

### **Confirm after-care arrangements with customer**

*You must be able to:*

- P28 explain the importance of continuing and regular after-care with the customer as recommended by the contact lens optician
- P29 provide information to the customer within your area of responsibility
- P30 ensure that where anomalies or complex requirements are identified, the relevant person is consulted
- P31 refer to the contact lens optician when advice to be given is outside your area of responsibility
- P32 inform the customer of the recall procedure
- P33 ensure the customer understands the need to notify a qualified person promptly of any adverse reactions when wearing contact lenses
- P34 advise the customer of the out-of-hours and after-sales service available
- P35 ensure relevant information is recorded accurately, comprehensively and legibly
- P36 ensure the handover process, outstanding documentation and administration are completed effectively

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### Knowledge and understanding

*You need to know and understand:*

#### Confirm the contact lenses against the order and prescription

- K1 basic design principals of contact lenses including spherical, toric and multifocal
- K2 units of measurement including dioptries, focal length, cylinder and axis
- K3 the types of materials used for contact lenses: PMMA, GP, Soft including water content, silicone hydrogel
- K4 general principles of contact lens fitting to ensure comfort, good visual acuity and eye health
- K5 methods of verifying the contact lens prescription
- K6 what constitutes remedial actions: reject; return, consult line manager, consult experienced colleagues
- K7 practice/store requirements: policies, procedures, instructions
- K8 BSI and CE Standards and statutory requirements relating to contact lens specifications
- K9 manufacturer's instructions for preparation and care
- K10 use of cleaning materials if required

#### Supply the contact lenses to customers

*You need to know and understand:*

- K11 your responsibilities and those of the contact lens optician
- K12 the definitions, advantages and disadvantages of frequent replacement, disposable and extended wear lenses
- K13 contact lens insertion and removal techniques
- K14 need for and importance of hygiene
- K15 typical circumstances when wearing contact lenses is ill-advised
- K16 storage of contact lenses
- K17 practice/store and statutory requirements, policies, procedures, instructions

#### Advise customer on handling and care requirements

*You need to know and understand:*

- K18 the basic principles of disinfection and lens cleaning
- K19 manufacturer's and contact lens optician's instructions for care of lenses and eyes
- K20 manufacturer's and contact lens optician's instructions for handling and storage of lenses
- K21 relevant solution systems for different types of lenses and materials
- K22 routine aftercare visits and out of hours arrangements in case of

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emergencies

- K23 need for and importance of hygiene
- K24 the types of problems that can occur with wearing contact lenses
- K25 your responsibilities and those of the contact lens optician
- K26 practice/store and statutory requirements, policies, procedures, instructions

### **Confirm after-care arrangements with customer**

*You need to know and understand:*

- K27 importance of regular aftercare
- K28 typical adverse reactions and basic actions to be taken
- K29 after-sales support and out-of-hours procedures
- K30 practice/store recall procedures
- K31 your responsibilities and those of the contact lens optician
- K32 practice/store and statutory requirements, policies, procedures, instructions
- K33 need for and importance of hygiene

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## Additional Information

### External links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB9 Equipment and devices to meet health and wellbeing needs

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<b>Developed by</b>	Skills for Health
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<b>Originating organisation</b>	Skills for Health
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<b>Relevant occupations</b>	Retail and commercial enterprise; Retailing and wholesaling; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers
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<b>Suite</b>	Optical Retailing
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<b>Key words</b>	contact, lens, collection, service, optical
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