

# SFHOPTR13

## Carry out routine optical screening procedures



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### Overview

This standard covers the routine screening of customers for non-contact tonometry, auto-refraction and field screening. The tests and procedures and data collection are carried out under the supervision of a qualified person. Users of this standard will need to ensure that practice reflects up to date information and policies

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### Performance criteria

#### Establish procedures to be carried out with customer

*You must be able to:*

- P1 treat the customer politely and helpfully in a manner which promotes and maintains goodwill
- P2 convey in a suitable manner complete and accurate information to the customer about the screening tests to be carried out
- P3 respond to requests for information within your responsibility and provide accurate information
- P4 refer to the relevant person requests for information that are outside your responsibility
- P5 establish customer's details from existing records when available and confirm with the customer or their representative

#### Prepare to carry out optical screening procedures

*You must be able to:*

- P6 make the customer feel at ease and comfortable for the screening to be carried out
- P7 obtain and confirm the customer's records and details
- P8 ensure the tests to be performed, as directed by the qualified person, are agreed with the customer
- P9 ensure the customer understands the screening procedure
- P10 accurately respond to requests for information within your level of responsibility
- P11 ensure where anomalies or complex issues are identified, the relevant person is consulted
- P12 refer requests for information outside your level of responsibility to the qualified person
- P13 confirm the equipment to be used is available and fit for use

#### Conduct optical screening procedures

*You must be able to:*

- P14 treat the customer politely and helpfully, in a manner which promotes and maintains goodwill
- P15 instruct the customer effectively about the screening requirements and confirm the customer understands
- P16 carry out effectively the screening routines
- P17 refer difficulties in carrying out the tests or significant variations in data to qualified person promptly
- P18 give the customer information within the limits of your authority

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- P19 record results accurately, legibly and comprehensively, in accordance with practice/store requirements
  - P20 carry out the process safely and within the recommended timescales
  - P21 effectively handover to the next stage in the process

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### Knowledge and understanding

*You need to know and understand:*

#### Establish procedures to be carried out with customer

- K1 legal requirements to involve qualified person and your limitations of authority and responsibilities
- K2 range and characteristics of screening tests available and how these are carried out
- K3 the basic principles of non-contact tonometry, auto-refraction and field screening
- K4 who does what – roles of personnel
- K5 customer records system
- K6 sources of information
- K7 questioning techniques
- K8 dealing with confidential and sensitive information
- K9 practice/store requirements: policies, procedures, instructions

#### Prepare to carry out optical screening procedures

*You need to know and understand:*

- K10 types of tests: non-contact tonometry, auto-refraction, field screening
- K11 basic binocular vision and depth perception
- K12 basic visual fields theory and the eye conditions that can be detected
- K13 the causes of ametropia, astigmatism and presbyopia
- K14 the basics of glaucoma, cataracts and diabetes and the effect of these conditions on the eye
- K15 business and practice/store requirements: policies, procedures, instructions
- K16 organisational records system
- K17 what information can be given and how
- K18 use and safety of equipment and functional checks
- K19 questioning techniques
- K20 test information to be provided
- K21 legal requirements to involve qualified person and your limitations of authority and responsibilities

#### Conduct optical screening procedures

*You need to know and understand:*

- K22 the types of screening tests: non-contact tonometry, auto-refraction, field screening
- K23 legal requirements to involve qualified person and your limitations of authority and responsibilities

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- K24 purposes of screening test equipment
- K25 use and safety of equipment
- K26 hygiene procedures
- K27 recording systems
- K28 what information can be given and how
- K29 the importance of body language
- K30 communication skills

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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: HWB6 Assessment and treatment planning

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|---------------------|-------------------|
| <b>Developed by</b> | Skills for Health |
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| <b>Version number</b> | 1 |
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| <b>Originating organisation</b> | Skills for Health |
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| <b>Original URN</b> | OPTR13 |
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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> | routine, screening, optical |
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