

SFHOPTR8

Process optical prescriptions and order optical products



Overview

This standard covers the reading, measurement, documentation and understanding of prescriptions for spectacles. This includes the transposition of prescriptions to the required format and the processing of prescriptions and optical products as required by the practice/store. Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

Determine customers previous spectacle prescriptions

You must be able to:

- P1 ensure the customer's latest prescription details are identified and verified for accuracy
- P2 maintain a courteous manner with the customer in order to promote goodwill
- P3 ensure the details of the design, type, materials and manufacturer of existing spectacles are accurate and complete
- P4 establish and confirm the condition of existing spectacles with the customer
- P5 ensure relevant measurements are obtained from current spectacles to establish prescription
- P6 ensure centration measurements are obtained
- P7 seek assistance as required and the relevant person consulted
- P8 ensure the information obtained is accurately recorded

Document optical prescriptions

You must be able to:

- P9 confirm prescription is current and there are no errors and/or omissions.
- P10 confirm NHS and other entitlements with the customer
- P11 complete the documentation according to the practice/store procedures
- P12 maintain confidentiality of information
- P13 ensure supportive documentation is provided to customer in accordance with their needs
- P14 maintain a courteous manner with the customer to promote and maintain goodwill

Process the optical prescriptions

You must be able to:

- P15 confirm the customer's and the prescriber's satisfaction with the prescription arrangements
- P16 ensure that details of cost and expected delivery date are related to the customer accurately
- P17 ensure that the ordering of the product meets the practice/store requirements
- P18 review and confirm with the customer their entitlements
- P19 complete documentation fully, accurately, legibly and in a timely manner
- P20 process or order the prescription with the approved manufacturer or supplier

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Knowledge and understanding

You need to know and understand:

Determine customers previous spectacle prescriptions

- K1 spectacles: single vision; bifocal
- K2 lens and frame materials: metal frames; plastic frames; glass lenses; plastic lenses
- K3 information required from prescription and how to obtain it
- K4 determining signs of age, wear and damage to spectacles
- K5 use of the focimeter
- K6 transposition of prescriptions
- K7 practice/store requirements: policies; procedures; instructions, record systems
- K8 limitations of authority and responsibilities: your own, qualified person, line manager, colleagues

Document optical prescriptions

You need to know and understand:

- K9 how prescriptions are written
- K10 types of prescriptions: NHS; private; hospital; specialist
- K11 entitlements: statutory NHS, Department of Health, special offers
- K12 valid/acceptable forms of prescriptions and vouchers and eligibility forms for complete and partial exemption from charges
- K13 questioning techniques
- K14 dealing with confidential and sensitive information
- K15 legal requirements to involve qualified person and limitations of own authority and responsibilities
- K16 practice/store requirements: policies; procedures; instructions, systems and records

Process the optical prescriptions

You need to know and understand:

- K17 transposition of prescriptions
- K18 types of documentation: prescriptions, vouchers, eligibility forms
- K19 private, and NHS prescriptions
- K20 allowance, eligibility and exemption criteria
- K21 voucher values and issuing authorities
- K22 sources of information
- K23 confidentiality and sensitivity of information
- K24 practice/store requirements: suppliers, policies, procedures, instructions

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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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Developed by	Skills for Health
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Originating organisation	Skills for Health
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Suite	Optical Retailing
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