

OPHTHALMIC DISPENSER (Competency-Based)

APPENDIX A

O*NET CODE 29-2081.00

Competency/performance-based apprenticeship occupations are premised on attainment of demonstrated, observable and measurable competencies in lieu of meeting time-based work experience and on-the-job learning requirements. In competency/performance-based occupations apprentices may accelerate the rate of competency achievement or take additional time beyond the approximate time of completion

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

WORK PROCESSES

A. Workplace Knowledge and Safety

1. Learn and follow employer-specific policies, procedures, safety protocols, etc.
2. Understand and comply with all applicable Local, State, and Federal laws and regulations.
3. Adhere to rules, regulations, and directives established by the New York State Education Department (NYSED), Office of the Professions.
4. Demonstrate an understanding of the healthcare environment and the Ophthalmic Dispenser's role in the industry.
5. Demonstrate an understanding of the scope of practice for Optician, Optometrist, and Ophthalmic roles, and how Ophthalmic Dispensers collaborate with other clinical staff.
6. Adhere to Health Insurance Portability and Accountability Act (HIPAA) and Americans with Disabilities Act (ADA) requirements and guidelines.
7. Follow federal recommendations for aseptic control of lenses, instruments, tools, work surfaces, and employee/patient hygiene to prevent infection.
8. Participate in all workplace events (e.g., meetings, conferences, training sessions, etc.), as required.

B. Spectacle Requirements

1. Demonstrate understanding and function of general eye anatomy and terminology, such as the cornea, anterior chamber, iris, lens, optic nerve, and retina.
2. Operate diagnostic instruments and equipment (such as spectacle lensometers) in accordance with recognized guidelines and standards, such as the American National Standards Institute (ANSI).
3. Adhere to proper procedures for performing pre-tests to measure the optical, physical, or physiological attributes of patients.
4. Understand how to operate diagnostic instruments or equipment (such as lensometers or lens analyzers) to measure frame eye size, vertex distance, pupillary distance, optical centers, etc.
5. Verify and interpret prescriptions, and evaluate treatment options to guide eyewear decisions.
6. Measure, fit, and adapt lenses and frames according to written optical prescription or specification; verify that finished lens spectacles are ground to specifications, and meet prescription specifications.
7. Prepare work orders for optical laboratory containing measurements and instructions for grinding and mounting lenses in frames.
8. Assist patient with selecting frames; measure patient for size of eyeglasses and fit frames with consideration of facial and eye measurements and optical prescription.
9. Recommend lens material, lens coatings, and frames to suit patient needs, in accordance with prescriptions and patients' vocational and avocational visual requirements.
10. Instruct patients in how to wear and care for eyeglasses, in accordance with prescriptions and optometrist recommendations.
11. Troubleshoot vision problems with new and existing spectacles resulting from an improper fit, acuity, and adjustments; provide proper adjustments to correct.
12. Repair damaged frames.

C. Contact Lens Requirements (Optional)

1. Adhere to proper procedures for the insertion and removal of contact lenses. in accordance with prescriptions and optometrist recommendations.

2. Assist patient with inserting, removing, and caring for contact lenses.
3. Demonstrate knowledge of the pretest components (i.e., patient screenings, basic visual and light/refraction tests, initial pupil and iris measurements, etc.) and the triage components (i.e., assessing patient symptoms/conditions, identifying urgency, documenting complaints, etc.), for contact lenses.
4. Identify contact lens wearing schedules for each type of lens (such as daily lenses, daily disposable lenses, extended wear lenses, customized lenses, etc.).
5. Learn to properly process contact lens agreement forms, and demonstrate familiarity with their contents (such as instructions on the proper care and use of contact lenses, contact lens exams, requirements for annual examinations, etc.).
6. Work with patient to schedule follow up contact lens exams.
7. Adhere to the proper process for the storage of lens solutions and managing expired contact lenses.

D. Professional Conduct

1. Demonstrate professional work habits including dependability and responsibility, and the ability to maintain confidentiality in accordance with HIPAA regulations.
2. Demonstrate effective organizational skills, time management, attention to detail, and ability to prioritize and manage multiple and competing demands.
3. Promote continuity of care, and ensure patient awareness of new spectacle (and contact lens) developments and technology.
4. Educate patients on all aspects of optical products, and their applicability and practice, to promote compliance.

E. Records and Documentation

1. Gather medical information from patient histories through interviews and by obtaining previous records; verify accuracy of patient information.
2. Maintain complete, clear, and accurate charts of patient interactions and progress; refer patient to the original prescriber for verification of lens fittings and if adverse responses are noted.

3. Secure all health records and other protected information with the highest regard to confidentiality and HIPAA laws and regulations.

Approximate Total Hours 4000

In accordance with NYSED, Office of the Professions, apprentices enrolled in the Ophthalmic Dispenser apprenticeship program must enroll in a licensure qualifying NYS registered program or receive a trainee permit in ophthalmic dispensing (and contact lens dispensing, if optional category selected). It is the responsibility of the sponsor to ensure that apprentices obtain their trainee permit(s) prior to their enrollment in the program.

Apprentices shall participate in no fewer than two (2) years and 2,400 documented hours of on-the-job training (or 3,600 documented hours of on-the-job training, if optional contact lens category selected), and will have demonstrated a competency for each skill in the Work Processes, with the understanding competencies will be demonstrated reasonably proximate to the maximum on-the-job training hours. Competency Assessment referenced in Appendix B.

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>

OPHTHALMIC DISPENSER

APPENDIX B

RELATED INSTRUCTION

Related instruction should include, but is not limited to, coursework in the following topics:

Safety, Health, and the Workplace

1. All Applicable Local, State, and Federal Regulations (including Centers for Disease Control and Prevention Guidelines, and Occupational Safety & Health Administration (OSHA) Regulations, Standards and Rules)
2. First Aid and CPR (minimum of 6.5 hours)
3. Use of Personal Protective Equipment
4. Equipment Safety Operation Practices
5. Infection Control
6. Right-to-Know/Safety Data Sheets (SDS)
7. Sexual Harassment Prevention Training – must comply with section 201-g of the Labor Law
8. HIPAA and Confidentiality

Trade Science

1. Introduction to Optometry
2. Principles of Optics
3. General Ocular Anatomy, Pathology, and Physiology
4. Ophthalmic Terminology
5. Technical Mathematics

Trade Skills and Theory

1. Introduction to Ophthalmic Dispensing
2. Spectacle Theory and Training
3. Contact Lens Theory and Training (if optional category selected)
4. ANSI Standards
5. Ophthalmic Instrumentation and Measurements
6. Operating Tools, Equipment, and Instruments (e.g., Lensometers)

7. Taking Dispensing Measurements (iPad, PD Stick, Pupilometer & Distometer)
8. Keratometry and Slit Lamp Training
9. Principles of Fabricating Lenses
10. Fitting, Dispensing, and Adjusting Practices
11. Tinting Lenses
12. Frame Adjustments
13. Fitting and Fabrication of Ocular Prostheses
14. Impact of Diseases, Viruses, and Drugs on Spectacles (and on Contact Lenses, if optional category selected)

Administrative and Professional Skills/Procedures

1. Trade Technology and Computer Skills
2. Verbal and Written Communication Skills
3. Scheduling
4. Principles of Business Management (e.g., Marketing, Business Development, Consumer Protection)
5. Basic Accounting/Bookkeeping
6. Allocating Vision Insurance/Insurance Reimbursements
7. Documentation and Recordkeeping
8. Professional Codes of Conduct
9. Communication and Interpersonal Relationships
10. Time Management Skills
11. Employer Specific Skills

Competency Assessment

1. Complete an Ophthalmic Dispensing licensure qualifying program registered by the New York State Education Department, or a training and experience program which meets the requirements for an Apprentice to obtain a training permit.
2. All examinations required by New York State for licensure as an Ophthalmic Dispenser (and optional Certification in Contact Lens Dispensing), such as the National Opticianry Competency Examination, the American Board of Opticianry Practical Examination, and the Contact Lens Registry Examination and NCLE Practical Exam (for Contact Lens Certification).

Additional Topics as Required

At least 144 hours of Related Instruction per year must be available for the apprentice at the time of their enrollment. However, the apprentice may test out earlier if able to demonstrate competence for each topic on the Related Instruction outline.

Appendix B topics are approved by New York State Education Department.