

HOW TO TALK ABOUT CONTACT LENS INTOLERANCE

As the first connection a patient has with your practice, you play an important role in educating patients about contact lens intolerance.

The key to transforming contact lens intolerance into a positive solution for both your patients and your practice often relies on a conversation.

CHECK-IN

After greeting a patient, ask if they wear contacts and if they are happy with their current vision and comfort. After updating medical forms with any contact lens concerns, it's helpful to ask if there is anything they would like you to share with their eye doctor before the exam.

PRE-TESTING

If a patient needs to remove contacts for pre-testing, you can help out your optometrist by asking:

- How do your contacts feel when you take them out compared to when you put them in?
- Do you have any issues with your lenses feeling dry or gritty?
- Are you happy with your cleaning and storage solutions? Which brand are you currently using?

Your optometrist will greatly appreciate your attention to detail and the insight you'll give them. You'll also be making an impact on your practice's success by maximizing efficiencies and creating a positive experience for patients.

CASE HISTORY AND REVIEW OF SYSTEMS

After taking a thorough case history and conducting entrance testing ordered by the doctor, this is an excellent opportunity to discuss contact lenses and how they fit into a patient's lifestyle. You can ask:

For how long do you typically wear your contacts each day?

About how many hours a day are you working on those? Screen time can cause you to blink less and make your eyes feel dry, so it's good to take breaks to give your eyes a chance to make more tears

Do you feel you have the vision you want to do your job well? Any blurriness or irritation? Oh, I'm sorry to hear that. Can you give me some details so I can share with your doctor?

Does contact lens irritation worsen at or near the end of the day?

Do you wear your contacts on the weekends? Are you able to do all the things you love? Thank you so much for all of this information. I'll pass this on to the doctor right now so they can come up with the best solution for you.

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