

NEW ERA EYE CARE

TRAINING PROGRAM MATERIALS

I. Terminology / Phrases / Abbreviations

- i. Section 1: Office Administration Terms**
- ii. Section 2: Patient Treatment and Optical Area Terms**
- iii. Section 3: Optical and Contact Lens Terms**
- iv. Section 4: Medical Equipment and Eye Terms**
- v. Section 4: Anatomy of Eye**

II. Procedures

- i. Section 5: Opening Procedures Terms**
- ii. Section 5: Opening Procedures**
- iii. Section 6: Phones Procedure Terms**
- iv. Section 6: Phone Procedures**
- v. Section 7: Check-In Procedure Terms**
- vi. Section 7: Check-In Procedures**
- vii. Section 8: Check-Out Procedure Terms**
- viii. Section 8: Check-Out Procedures**
- ix. Section 9: Close-Out Procedures Terms**

x. Section 9: Close-Out Procedures

III. Job Duties as a Staff Member

IV. IMPORTANCE of INTENTION

V. Appendix A - List of Insurances

VI. Appendix B - List of Contact Brands

VII. Appendix C - List of Frame Company and Brands