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President's Message

As we approach the middle of the summer, preparations for the **Premier Event in Eye Care Education** are in full swing! **We invite you to join us in Chicago, Friday to Sunday, Oct. 26-28, 2018, for IJCAHPO's 46th Annual Continuing Education (ACE) Program, ATPO's 33rd Annual Scientific Session, and CLSA's 2nd Annual Contact Lens Symposium.**



We are pleased to return to the Hyatt Regency Chicago to present **206** courses, which include **56 New Courses and Learning Labs**, while continuing to offer many of your favorite returning courses and speakers.

Continuous learning enhances your career. This year's program includes a variety of courses at the Advanced, Master, and Intermediate levels, as well as courses for new employees in one convenient basic track. ACE provides the most comprehensive CE course schedule available in one location for AOP.

By now, you should have received the Annual Continuing Education bulletin in the mail or accessed it online. Be sure to register by August 31 to receive the greatest savings and help ensure that you get your preferred classes and workshops—some of them fill up quickly! If you have any questions, please feel free to call our office at 800-284-3937 or email registrations@jcahpo.org.

I encourage you to commit to lifelong learning through IJCAHPO's continuing education programs and certifications and look forward to welcoming you in Chicago.

--William F. Astle, MD, FRCSC, Dipl. ABO, President

Education and E-Learning

Registration for ACE 2018 Now Open

This year's program will be held October 26-28, 2018. Courses for allied ophthalmic personnel will be held at the Hyatt Regency Chicago, 151 East Upper Wacker Drive, Chicago, IL 60601. The exhibit hall and courses for physicians will be located at McCormick Place, 2301 S. Martin Luther King Drive, Chicago, IL 60616.

ACE Registration Information

Important ACE registration details and deadlines are below. Please remember that on-site registration fees are higher and some Learning Labs sell out quickly. To avoid lines at the on-site registration desk and to secure a seat in the course you want, be sure to register as soon as possible.

- August 31: Early Registration Closes
- September 1: Registration Price Increase
- October 12: Changes/Cancellations/Refunds Deadline
- October 25: Registration Price Increase (online registration still open)
- October 26-28: On-Site Registration at the Hyatt Regency Chicago

There are three ways to register:

- 1) Online: go to www.jcahpo.org/ace and click on "**register**" (preferred)
- 2) Fax your registration form and selections to 651-731-0410
- 3) Mail your registration form and selections to: IJCAHPO, 2025 Woodlane Drive, St. Paul, MN 55125-2998

***Please note that registrations received by fax or mail will be assessed a \$50 processing fee.**

New Refinements

We have recently expanded our *Refinements* text-based monograph series. Authored and peer-reviewed by leading ophthalmologists and technicians, these single-topic article and quiz packages provide relevant and interesting continuing ophthalmic education content. New *Refinements* modules include ***Visual Electrophysiology for the Ophthalmic Patient*** and ***Oculoplastics: Disorders of the Orbit and Eyelids***. We have also recently updated ***AIDS and the Ophthalmic Practice*** with additional modules coming. IJCAHPO awards 1 Group A Continuing Education Credit to those who successfully complete the module quiz.

Upcoming Regional Events

- September 8, 2018: Cleveland Continuing Education Program, Cleveland, OH
- September 21-22, 2018: North Carolina Continuing Education Program (in cooperation with NCSEPS), Greensboro, NC
- October 6, 2018: Las Vegas Continuing Education Program, Las Vegas, NV
- October 12, 2018: ATPO Annual Conference, Buffalo, NY
- October 26-28, 2018: 46th ACE Program, Chicago, IL
- November 3, 2018: New York Continuing Education Program: New York City, NY

New EyeCareCE Course Expirations

Effective August 1, 2018, access to most online courses expires 90 days after the date of purchase.

See http://documents.icaahpo.org/documents/faqs/90Day_FAQ.pdf for more information and exceptions.

Upcoming Free Webinar: August 21, 2018

Children's Eye Health and Safety: Keeping an Eye on the Patient

This webinar is generously provided free of charge by an unrestricted educational grant from the Delta Gamma Foundation.



Certification News

Updated Certification Examinations

On August 1, 2018, new COA, COT, and COMT examinations were released with revised content areas, along with new ROUB and CDOS examinations. Every five years, IJCAHPO conducts a job-task analysis (JTA) survey to establish standards of performance and develop future examinations. The JTA results are the basis for the development of the updated core examinations.

IJCAHPO Scope of Practice Guidelines

The new Scope of Practice Document for Allied Ophthalmic Personnel (Scope) helps practices best utilize Allied Ophthalmic Personnel (AOP) capabilities by setting guidelines about specific tasks eye care team members are allowed to perform in accordance with laws and regulations that permit physicians to delegate work. To view the complete Scope of Practice visit http://documents.icaahpo.org/documents/Scope_of_practice.pdf.

IJCAHPO Certification Linked to Industry-Leading Ethics Standards

IJCAHPO has recently updated our Ethics Standards (Standards), which promote the highest level of professional ethical conduct. The updated

Standards include the Code of Ethics and the Rules of Ethics. The Code of Ethics guides AOP in evaluating professional conduct as it relates to patients, healthcare consumers, employers, co-workers, and other members of the ophthalmic healthcare team. The Rules of Ethics are enforceable and provide mandatory standards of minimally accepted professional conduct required of all eye care health professionals. IJCAHPO certification requires compliance with the Standards.

Visit http://documents.jcahpo.org/documents/Ethics_standards.pdf to view the Standards.

Foundation News

Please Help Students in Need

Each year we commit to our accredited ophthalmic training programs' support of their students with scholarships for tuition and/or certification application assistance. We receive approximately 300 applications annually from ophthalmic students in these training programs who are in need of financial support from our Education and Research Foundation. Please consider partnering with our Foundation today with a tax-deductible gift in any amount. You may send in your check payable to the JCAHPO Education and Research Foundation (ERF) or donate online at <http://store.jcahpo.org/Donation.aspx>.

Apply Now: Local Eye Site Certification Grant (Accepted August 1 to November 30)

Local Eye Site has generously given a grant to the JCAHPO Education and Research Foundation for **Ophthalmic Medical Technicians** seeking certification. Technicians may apply by completing an application form and submitting a brief essay or short video. Grants are awarded as vouchers to be used towards discounts for the IJCAHPO certification examination fee. Amounts range from \$50 to \$340 and are valid for one year from the date the voucher is issued. For more information visit: <http://www.jcahpo.org/foundation/scholarships-grants-and-awards-available/>.

Career Development



HOSA 2018 International Leadership Conference

HOSA-Future Health Professionals (formerly Health Occupation Students of America) held their 2018 International Leadership Conference in Dallas, Texas, June 27-30, 2018. IJCAHPO, ATPO, and COTP attended the event to increase awareness of ophthalmic technician careers. Two educational workshops on the field were provided and our representatives spoke with hundreds of students and young adults at the Exhibit Hall. Nearly 200 attendees provided their contact information to receive additional

ophthalmic career information!

(Left to Right): Suzanne Hansen, MEd, COMT, OSC (ICA's IJCAHPO representative); Faith Race, COT, OSC (COTP President); Wade Delk, IJCAHPO/ATPO Director.

New Career Video Encourages Job Seekers to Consider a Career in Ophthalmology

IJCAHPO and ATPO have released a new [online video](#) that introduces ophthalmic assisting careers and highlights the benefits and rewards of working as part of the ophthalmic health care team. The video includes key aspects of daily work, an overview of relevant certifications, paths to certification (academic and on-the-job training), and information about relevant professional associations. It also features vignettes from AOP at various career levels who speak about the importance of the profession. Please share the video with those who might be interested.

Career Development Materials

Did you know that we offer complimentary materials to help your practice attract AOP candidates? Visit http://www.ijcahpo.org/recruiting_resources/ or contact us for more information.

The following resources are available:

- A recruitment brochure to use at job fairs and other similar events, with guidance counselors, and unemployment offices.
- A brochure for military personnel as they begin their job search after service.
- A poster with attached pull-off flyers to be placed in waiting rooms. Interested parties can take a flyer that contains a link to a career website with more information.
- A career website for *employers* to find creative ideas and solutions to recruit and retain the best eye care team:
http://www.ijcahpo.org/recruiting_resources/.

- A career website for *potential employees* to obtain resources on an exciting career as an ophthalmic technician:
http://www.jcahpo.org/career_opportunities/.
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AOP Guest Article

“You” Ophthalmic health Professional...What Kind of Experience are You Creating?

By Martha Tello, BGS, COMT, OSC

As a valued member of the ophthalmic medical team, you play a major role in creating and maintaining the reputation of an ophthalmology practice. It makes no sense to have an amazing resume when you are missing the skills to make a patient feel at ease. On occasion, in your effort to keep up with a busy work environment, you can easily miss an opportunity to make a great impression. Take a moment to read these lines, and consider the best ways to enhance the patient’s experience. Be honest with yourself. Are your actions, communication skills, and compassion in harmony when you take a patient into an examining room? If not, let’s make some changes.

The Race To Go Nowhere

You are at the front line before the patient sees the physician; therefore, you make the first clinical impression. Schedules change; they could either be light or extremely busy. Keep in mind; regardless of the circumstances, make sure you act and look professional, and that you greet and introduce yourself appropriately. Consider listening to the tone and volume of your voice when you invite a patient to go to the exam room. Do you scream the patient’s name, “Linda Smith, Linda, Linda” in the hallway; then proceed to a room, and do your preliminary exam without a major explanation? Not, quite right? Just in case, let’s go over a proper patient greeting: “Mrs. Linda Smith, Good Morning! I am Sandy, we are going into an examining room.” Once the patient is sitting comfortably, continue your communication by checking identifiers, explaining your role, and telling the patient what you are about to do. This is not the best time to look rushed—this is the time the patient is already creating an impression of you and the practice. Don’t lose the opportunity to start with greatness.

It’s Not Just Another Set Of Eyes

Making eye contact and listening to patients are an art, and not everyone knows how to. The world is filled with people and unpredictable moods so be observant and act accordingly. Not all patients are the same. Your patient interaction should change with every patient encounter and let empathy play a role. Yes, you may feel you are running behind, you need to see more patients, or you have other duties. However, patients have expectations, questions, and fears. The patient interview is your first chance to help the physician and the patient come out with an accurate diagnosis. You are called to take advantage

of the opportunity to show genuine interest here. As the day progresses and you feel run down, you might feel tempted to ask: “Any changes? Is everything the same?” And simply look for a “yes or no” answer. That’s not such a great idea! On the contrary, expand your interrogations, provide clues, and listen to and answer the patient’s questions providing they are within your scope of work. By being an active listener, you are letting the patient know that he or she is important to you and the practice.

Expressing Empathy and Showing Interest Is Not Enough

The time comes when you are called for action. The patient’s interview ends, and you are there to impress. Yes, you must wear your skills hat, and proceed to show the patient that you can determine best correction through refraction, measure intraocular pressure by using different methods of measurement, and that you have the capacity to perform many other duties, including special diagnostic testing. Believe it or not, patients sense your degree of competence by the way you portray yourself during test performance. It goes without saying that ophthalmic technicians need to provide physicians with the most accurate data to support the correct diagnosis. There is no room for errors in medicine, and ophthalmology is not the exception. It is understandable that experience plays a major part, so for those of you who are new in the field, the invitation is to be curious, learn new techniques, and learn from errors.

Invisible Things Make An Impact

After making sure you take the time to observe, make the patient feel respected, and provide accurate test results; you can take the time to look at things that are invisible to the eyes. You cannot possibly be aware of all events that are happening in clinic, but don’t let that stop you from trying to create the best patient experience. There are many factors that influence the way patients feel towards their physicians and their staff, and when interviewed about the subject of satisfaction, many refer to feeling respected and valued. Notice that many mention that office staff could be a total turn-off or a perfect reason to return and refer their friends and family. You are a work in progress— you might not get it perfect, but you can make a difference in the way patients feel about you. Keep in mind that small changes make big changes, so focus on each patient encounter as an opportunity to create the best patient experience.



Submitted by Martha Tello, BGS, COMT, OSC

Tech Corner

Debbie Castillo, COT, Clinic Manager, of Vita Park Eye Associates, Beaver Dam, WI, submitted this photo and highlighted the wealth of experience that their staff bring to work every day.



(Left to Right): Back row: Debbie Castillo, COT, Clinic Manager; Jen Kuckkahn, COA; Linda Bowman, COT; Chelsie Ertz, COT; Rachael Riel, COA; Breanna Hanefeld, COA. Middle row: Courtney Augustine-Jahns, COA; Sarah Neal, COT; Nichole Dunning. Front row: Rebecca Abel, COT; Heather Madeiros, COA.

"We are an energetic crew, dedicated to providing our patients with the best care possible in our practice. We are blessed to have the full support of our ophthalmologists, Dr. Thomas A. Castillo and Dr. Jay M. Wilkins with our goals of certification. They generously provide us with all of our study materials, and pay for our certification and our continuing education."

International Joint Commission on Allied Health Personnel in Ophthalmology

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