

Basic Dispensing Day 1

Basic Dispensing Day 2

Basic Dispensing Day 3

**UPCOMING CLASSES**

Training a new employee who is unfamiliar with our industry can be a time-consuming task. Our Basic Dispensing courses are designed to assist you in your efforts by providing a basic, practical core of knowledge for you to build upon with your own in-office training efforts.

For additional information call us at

**1-800-472-5790**

**Classes fill up fast!**



Cancellations and Substitutions. Because we limit our class sizes and classes usually fill to capacity, please let us know as soon as possible if you have to cancel. Cancellations made up to two working days prior to the presentation are refundable, less a \$10.00 processing fee. After that, cancellations are subject to the entire tuition fee, which may be applied to any future presentations held by the Interstate Lab Group. If a cancellation is not made and you do not attend, you will be responsible for the entire fee. Attendee substitutions may be made at any time.

**WHAT:**

Basic Dispensing Days 1, 2, & 3  
Course topics are listed on the back side of this sheet

**WHERE:**

**Interstate Lab Group Ohio**  
680 Lindaire Lane  
Ontario, OH 44906  
Toll Free Ph: 1.800.472.5790  
Toll Free Fax: 1.800.342.4136

or

**Interstate Lab Group Indiana**  
2902 Mitthoeffer Place  
Indianapolis, IN 46229  
Toll Free Ph: 1.800.564.5546  
Toll Free Fax: 1.800.506.4704

Confirmation will be sent upon receipt of your registration VIA EMAIL. Please be sure you provide a valid email that is checked regularly, as this is the most efficient way for us to contact you regarding the classes. Hotel accommodations are available nearby with transportations provided if needed.

**WHEN:**

**DAY 1**  
**Tuesday, April 1, 2025 - Mansfield**  
**Tuesday, April 8, 2025 - Indianapolis**

**DAY 2**  
**Wednesday, April 2, 2025 -Mansfield**  
**Wednesday, April 9, 2025 - Indianapolis**

**DAY 3**  
**Thursday, April 3, 2025 - Mansfield**  
**Thursday, April 10, 2025 - Indianapolis**

9:00 am - 3:00pm

**SPACE IS LIMITED SO SIGN UP EARLY**

**COST:**

\$89.95 per person per day which covers the cost for the course materials and lunch, which is provided by the Interstate Lab Group

**REGISTRATION FORM:**

Day One  Course 101  
Day Two  Course 102  
Day Three  Course 103

Office Name: \_\_\_\_\_

Valid Email Address: \_\_\_\_\_

Account Number: \_\_\_\_\_

Person[s] Attending: 1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Your lab account with us will be invoiced for your course fees & it will appear on your monthly statement under Basic Dispensing Classes.

Attending courses at:

Mansfield  Indianapolis

**Fax or email this form to:**

Fax: 1-800-342-4136 or  
awoodrow@interstatelabgroup.com  
Interstate Lab Group



## DAY ONE COURSES

### Elementary Optics & Lens Design

#### 1 Introduction and Lab Tour

- Functions of the Laboratory
- Office, Stockroom, Surface Dept, Finish Dept, AR Coating
- Using the Laboratory as a Consultant & Source of information
- Frame styles and options
- What is the best lens for a given Rx
- Troubleshooting

#### 2 Basic Optics

- Anatomy of the Eye
- Basics on how the Eye functions
- Cornea
- Crystalline lens
- Retina
- Visual Conditions of the Eye
- Hyperopia
- Myopia
- Presbyopia
- Astigmatism
- How lenses correct these conditions
- Plus lenses, Minus lenses, Sphero-cylinder lenses, Multifocals
- What will finish Rx look like?

#### 3 Lens Selection - Dispensing New Technology lenses

- Understanding how they work and how to dispense them
- Design Options
- Standard, Aspheric, and Digital
- Progressives
- What to say - Words to avoid
- Bifocals/Trifocals
- Computer Eyewear
- Material options
- What are the differences and when is a given material appropriate?
- Glass, Plastic, Polycarbonate, High- Index
- LiteR vs SlimR
- Duty to Warn
- Lens Options
- Photochromics
- Polarized, AR, UV, Blue Light
- Mirrors

## DAY TWO COURSES

### Practical Dispensing & Frame Fitting

#### 1 Introduction to Basic Tools

- The most common tools used
- When to use the proper tool

#### Recognizing Standard Alignment

- The starting point for good fitting
- What should the frame look like prior to fitting?
- How to align the frame properly - Universal Alignment
- Diagram of a Frame
- Pre-adjustments

#### 2 Fitting the Universal Alignment

- Choosing the right Frame size
- How to determine the correct frame size for the patient
- What is the correct size?
- Selecting eye size, bridge size, temple length
- Will it be comfortable?
- What will the finished Rx look like?
- Adjusting the Level
- Adjusting Nose Pads
- Frontal Angle, Splay Angle, Vertical Angle
- Adjusting the Temples
- Length
- Width
- Angle - Pantoscopic tilt, Retrosopic tilt
- Bend
- Fold

#### 3 Evaluating the Adjustment and Fit

- Contact points
- Troubleshooting
- Problems with the frame fit

#### 4 Analysis of visual problems and the possible relationship to adjustment

- Correcting vision problems through frame adjustments
- Raising & lowering bifocal heights
- Adjusting to eliminate induced prism
- Increasing or decreasing face form to improve visual field
- Pantoscopic tilt

## DAY THREE COURSES

### Enhancing the Patient Experience

#### 1 A Focused Eye on the Patient

- Building a Patient for Life - Our professional Goal
- Satisfied Patients
- Increased Capture Rate
- A team that has ownership
- Increased Revenue
- Creating a Team
- Creating an Atmosphere
- Eyeglasses-The Bottom Line
- Don't pre-judge
- Informing and Educating ourselves
- New products
- New techniques

#### 2 Communicate, Educate, Satisfy

- Educating our patients?
- CARE
- Educating patients on products that best fit their lives
- Lifestyle Dispensing
- What are your patients hearing?
- Translating Optical "Tech-Speak"
- Using words and terms our patients can understand

#### 3 Maximizing Profits and Patient Satisfaction

- Every Patient is a Private Pay
- Warranties & Remakes
- The proper way to communicate warranties to your patient
- Who do they affect?
- The patient, the practice, you
- Why do we have them?  
Intent of warranties  
How to use Patient Satisfaction as a practice building tool