

INSIGHT

September
2026
Newsletter

with Interstate Lab Group

Now Edging Essilor® Stellest® Lenses

We're excited to announce that Interstate Lab Group can now edge Essilor® Stellest® lenses in-house. This gives you another convenient option while delivering the quality and responsive service you've come to expect from our team. By expanding our in-house capabilities, we're strengthening our commitment to providing **Quality Close to Home™** with dependable turnaround times and relationship-driven support. It's another way we're investing in the products and services that help your practice succeed.



Upcoming Events



The Kentucky Optometric Association Fall Conference is September 25–26 in Louisville, KY, offering 20 hours of CE and opportunities to connect with peers. Registration is available at kyoa.org.

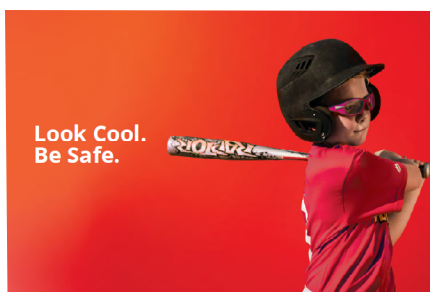


The Fall Seminar is October 1–4 at the Refuge Hotel & Conference Center, offering 14 hours of COPE-accredited CE, clinical education, case analyses, and networking. Register at www.mseyes.com.

More October Events

Looking for additional training and networking opportunities this fall? View the full event calendar and registration information at www.interstatelabgroup.com

Interstate Lab Group: News & Updates



ProGear® EyeGuard Sports Goggles

September is Sports Eye Safety Month! Clear vision and eye protection are essential for sports performance. ProGear® EyeGuard Sports Goggles can be customized with a patient's prescription to provide clear vision, comfort, and impact protection. Help your patients stay focused and protected with eyewear designed for the way they play. **Request your ProGear® EyeGuard Package today.**

Wrap Answer Hotline

When your patient selects a wrap frame, get instant answers on prescription compatibility, lens options, materials, and frame suitability before the order is placed. With wrap expertise and advanced technology, we help you find the right solution with confidence—reducing remakes and patient disappointment.

Questions about a wrap prescription? Call the Wrap Answer Hotline:

Ohio: 800-472-5790 | Indiana: 800-564-5546

Employee Spotlight: Customer Service Expeditors

EMPLOYEE SPOTLIGHT



OHIO EXPEDITER TEAM

**Suzi
D'Avanzo**

2ND SHIFT

HOBBIES:

TRAVELING &
CROCHETING

FAVORITE FOOD:

CRAB LEGS

FAVORITE COLOR:

TEAL

**Dondi
Hoverland**

1ST SHIFT

HOBBIES:

SOCIALIZING
WITH FRIENDS

FAVORITE FOOD:

SEAFOOD

FAVORITE COLOR:

BLACK

When a job needs extra attention, there is often a lot happening behind the scenes to keep it moving. That's where Interstate's Expediter team, Dondi and Suzi, come in.

Together, they monitor orders, track patient trays, communicate with departments and follow up throughout the process to help keep jobs moving toward shipping. They also work closely with our Customer Service team, providing updates and helping answer questions when an order needs additional attention. Their attention to detail and proactive approach help them anticipate needs, coordinate across departments and find solutions that keep patient orders on track.

While both are relatively new to the expediting role, Dondi and Suzi bring different knowledge and experience to the team. Dondi's background in the lab gives her a deeper understanding of production processes, while Suzi's office experience helps her recognize system, communication and workflow needs. Their different perspectives complement one another and allow them to approach challenges from multiple angles.

Their work requires constant attention, communication and follow-through. By staying connected with teams throughout the lab and supporting Customer Service, Dondi and Suzi help keep jobs needing extra attention moving. Their organization, adaptability and follow-through are an important part of the service we provide our customers.

Thank you, Dondi and Suzi, for the teamwork, problem-solving and solutions focused mindset you bring to Interstate every day!

Reminder: Include Complete Frames

To ensure the best fit and fastest processing, please include the complete frame whenever possible, especially for metal groove, specialty, and wrap frames. Having the frame on hand allows us to properly assess the bevel type and verify lens requirements before production. This helps minimize potential delays and ensures your lenses are surfaced and finished as accurately as possible.

PATIENT _____	TRAY _____
	
INTERSTATE LAB GROUP	
CUSTOMER: _____	ACCT. # _____
IO-106	

Frame-to-Come Tags

Fun Fact:

More than 90% of sports-related eye injuries can be prevented with proper protective eyewear.

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1-800-472-5790

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