



Loupes Specialist SOP's

LD 03/14/2023



Loupes Specialist 101

- Welcome and congratulations on starting your loupes specialist training. In this presentation, we are going to cover the common Standard operating procedures that our loupes specialists must follow.
- If you have additional questions on diagnosing loupes issues, please refer to the previous presentation on Loupes diagnosis or speak with your manager.
- It is recommended that you have different loupes with you so that you can experience each issue/symptom for yourself.



Loupes Specialist: EP Magnification

- Customers may report that their ErgoPrism loupes do not have as much magnification as their traditional loupes.
- Since you are physically further away from your patient with ErgoPrism loupes (8-16 inches), the perception of magnification will be less.

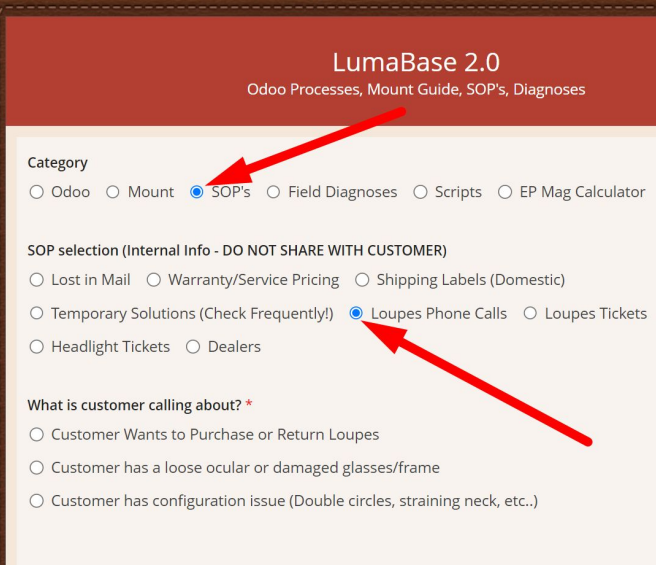
Thusly, we recommend customers go with higher magnification when transitioning to EP loupes.

2.5x traditional = 3.3x EP - 3.0x traditional = 4.3x EP - 4.0x+ traditional = 5.0x or 6.0x EP



Loupes Specialist: Loupes phone calls

- When a customer calls in with a loupes issues and does not have an open ticket, you will follow the step by step SOP in LumaBase to assist the customer.
 - For EP Loose ocular, create a ticket via the **EP Field Diagnosis Form**
 - For New EP loupes configuration issue, use the **Cx EP Diagnosis Form**
 - For Galilean Issues, create a ticket using the **Galilean Field Diagnosis Form**
- Refer to LumaBase 101 training for information on the above forms



LumaBase 2.0
Odoo Processes, Mount Guide, SOP's, Diagnoses

Category

Odoo Mount SOP's Field Diagnoses Scripts EP Mag Calculator

SOP selection (Internal Info - DO NOT SHARE WITH CUSTOMER)

Lost in Mail Warranty/Service Pricing Shipping Labels (Domestic)

Temporary Solutions (Check Frequently!) Loupes Phone Calls Loupes Tickets

Headlight Tickets Dealers

What is customer calling about? *

Customer Wants to Purchase or Return Loupes

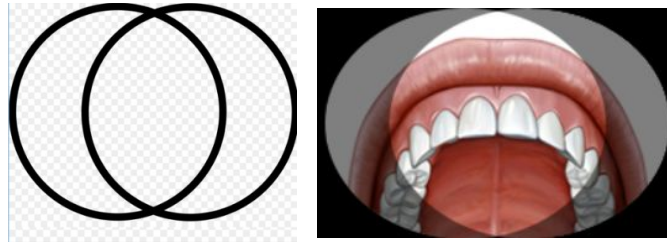
Customer has a loose ocular or damaged glasses/frame

Customer has configuration issue (Double circles, straining neck, etc..)

Loupes Specialist: Diagnosing Issue

Loupes configuration issues are anything other than a loose ocular or damage to the frame

- Double Circles:



- Double Circles can be described in many different ways:

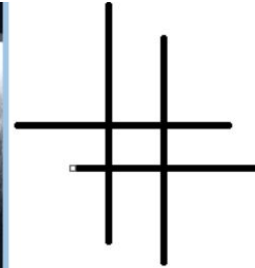
“I am seeing a mastercard logo” “I see like olympic circles” “My vision is blurry”

- Customers may even explicitly states their *“IPD is off”* because they are experiencing double circles.

It is your responsibility to properly diagnose the issue before submitting the ticket.

Loupes Specialist: Diagnosing Issue

- Double Vision:



- Double Vision can be described in many different ways:

“Everything looks fuzzy” “I feel nauseous when using the loupes” “I am seeing two of the same thing”

- Customers may state that the loupes are not pointed at the same target or they have to lift one side up to see properly.

It is your responsibility to properly diagnose the issue before submitting the ticket.

Loupes Specialist: Diagnosing Issue

- EP Angle:



- EP Angle issues can be described in many different ways:

“I have to tilt my head back” “I have to lift my chin up to see my patient” “I have bad neck pain when using EP”

- Remember that the loupes angle can be drastically changed by bending the temple arms

It is your responsibility to properly diagnose the issue before submitting the ticket.





Loupes Specialist: Diagnosing Issue

- Everytime you diagnose a customers EP issue, use the flow on the Cx EP Diagnosis form.

1. Is the ocular placement good? (IPD)
2. Is the customer seeing clearly at their Working Distance? (Convergence)
3. Are the customers hands a good distance from their body? (EP Angle)

After the following above is answered, you can make your diagnosis on what is causing the symptom.



Loupes Specialist: Understanding Rx

Sphere correction helps people see things that are far away

Cylinder correction helps with astigmatism

Axis correction helps with astigmatism

Add correction helps people see things that are up close

	Sphere	Cyl	Axis	Near Add	Int Add	H Prism	V Prism
OD	-4.25	-0.75	120				
OS	-4.25	-0.75	080				

Loupes Specialist: Understanding Rx (cont)

- Single Vision is described as when the Rx DOES NOT HAVE Sphere AND Add. The Rx will only have one or the other, **not both**.
- Single vision **can include astigmatism** correction.

	Sphere
OD	-4.25
OS	-4.25

Near Add
+1.00
+1.00

Loupes Specialist: Understanding Rx (cont)

- Multi focal is described as when the Rx HAS BOTH Sphere AND Add.

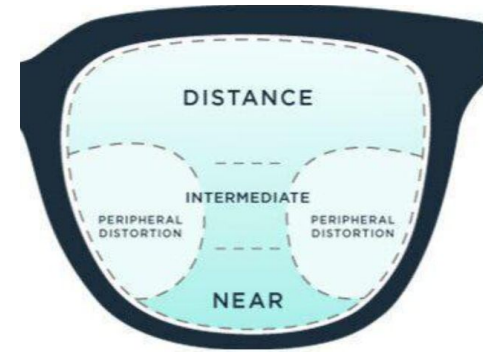
	Sphere	Cylinder	Axis	Vert Prism	Hori Prism	Add
OD	-3.00	-1.50	176			+1.00
OS	-3.50	-1.25	001			+1.00

- Multi Focal can be made in two different ways

- Bi-focal:

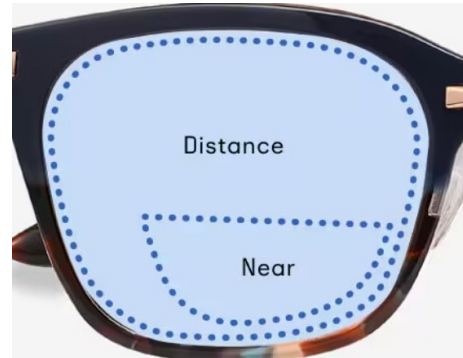


- Progressive:



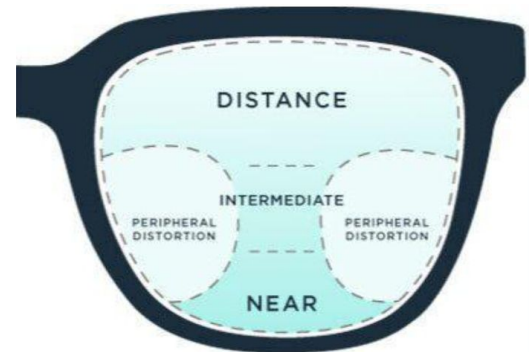
Loupes Specialist: Understanding Rx (cont)

- Bi-focal Rx is Distance correction around the lens and then the reading/near prescription will be at the bottom (usually in a crescent shape)
- There is a distinct line that separates the two lenses.



Loupes Specialist: Understanding Rx (cont)

- Progressive Rx is Distance correction at the top of the lens, intermediate distance in the middle and then the reading/near prescription will be at the bottom
- There are no lines separating the different prescription strengths
- There is peripheral distortion on the left and right side of the lens that makes it difficult to impossible to use peripheral vision.





Loupes Specialist: Galilean buttons

- LumaDent has ocular buttons on Galilean loupes.
- Buttons can be replaced with corrective buttons to change the customers working distance.
- The equation is:
 - What buttons does the customer have?
 - Where does the customer see clearly?
 - Where does the customer want to see clearly?

Take the **difference** of where the customer see's clearly and where they would like to see clearly and then **count down** from the button they currently have.

Galilean Loupes	
Mark	WD
	35
	33
	31
	29
-L	27
-J	25
-H	23
-F	22
-D	21
-B	20
blank	19
+B	18
+D	17
+E	16
+F	15
+H	13
+J	11
+L	10
+N	9
+P	8
+R	7
+T	6

Loupes Specialist: Galilean buttons (cont)

In example

- Customer has blank buttons
- They see at 19 inches
- They want to see at 22 inches.

The difference of 19 and 22 is 3.

Since Cx has blank buttons now, we will count 3 up from blank on the chart.

- Using the chart, we would send out -F buttons

Galilean Loupes	
Mark	WD
	35
	33
	31
	29
-L	27
-J	25
-H	23
-F	22
-D	21
-B	20
blank	19
+B	18
+D	17
+E	16
+F	15
+H	13
+J	11
+L	10
+N	9
+P	8
+R	7
+T	6

Loupes Specialist: Galilean buttons (cont)

In example

- Customer has -F buttons
- They see at 20 inches
- They want to see at 18 inches.

Using the chart, we would count down 2 from -F

- We would send out -B buttons

Galilean Loupes	
Mark	WD
	35
	33
	31
	29
-L	27
-J	25
-H	23
-F	22
-D	21
-B	20
blank	19
+B	18
+D	17
+E	16
+F	15
+H	13
+J	11
+L	10
+N	9
+P	8
+R	7
+T	6



Loupes Specialist: Galilean buttons (cont)

Try one for yourself!

- Customer has -H buttons
- They see at 23 inches
- They want to see at 20 inches.

Using the chart, what buttons will we send the customer?

Galilean Loupes	
Mark	WD
	35
	33
	31
	29
-L	27
-J	25
-H	23
-F	22
-D	21
-B	20
blank	19
+B	18
+D	17
+E	16
+F	15
+H	13
+J	11
+L	10
+N	9
+P	8
+R	7
+T	6



Loupes Specialist: Galilean buttons (cont)

Answer -B

Galilean Loupes	
Mark	WD
	35
	33
	31
	29
-L	27
-J	25
-H	23
-F	22
-D	21
-B	20
blank	19
+B	18
+D	17
+E	16
+F	15
+H	13
+J	11
+L	10
+N	9
+P	8
+R	7
+T	6



Loupes Specialist: Galilean buttons (cont)

One more :)

- Customer has blank buttons
- They see at 22 inches
- They want to see at 18 inches.

Using the chart, what buttons will we send the customer?

Galilean Loupes	
Mark	WD
	35
	33
	31
	29
-L	27
-J	25
-H	23
-F	22
-D	21
-B	20
blank	19
+B	18
+D	17
+E	16
+F	15
+H	13
+J	11
+L	10
+N	9
+P	8
+R	7
+T	6



Loupes Specialist: Galilean buttons (cont)

Answer: +F

Difference of 22 and 18 is 4
Count down 4 from blank

Galilean Loupes	
Mark	WD
	35
	33
	31
	29
-L	27
-J	25
-H	23
-F	22
-D	21
-B	20
blank	19
+B	18
+D	17
+E	16
+F	15
+H	13
+J	11
+L	10
+N	9
+P	8
+R	7
+T	6



Loupes Specialist: Critical Thinking

Customers will describe their issues in many different ways, it is your responsibility to determine which of the symptoms they are actually referring to.

Cx Describes: *“I see shading, I know the IPD is off..”*

- In this scenario, we will need to confirm what cx is experiencing that makes them think that the IPD is off - *“What are you seeing when you look through the loupes?”*

Cx Describes: *“Well, I see two Olympic circles when I look through the loupes. The IPD is too wide”*

- Now we can be confident that this customer is experiencing **double circles**.



Loupes Specialist: Critical Thinking (Cont)

Cx Describes: *“These loupes are converged wrong and the working distance is off”*

- Again, In this scenario we will need to confirm what cx is experiencing that makes them think that the Convergence/WD is off - *“What are you seeing when you look through the loupes?”*

Cx Describes: *“In order to see my patient, I have to tilt my chin up and it hurts my neck”*

- Now we can be confident that this customer is experiencing an **EP angle issue**.



Loupes Specialist: Critical Thinking (Cont)

- Sometimes the customer will provide A TON of information.

Review this customers response and try to determine what information is helpful



Mindy Gross - 2 months ago 

Subject: Re: Mindy Gross | Straining Neck (#15972)

Hi John,

My dentist actually measured my working distance on a patient back I December when I ordered the loops. Lori had said to have her measure from the corner of my eye to my patient's lower teeth. Using that, my dentist measured 18.5. however, I was "cantilevered forward" according to my dentist. Lori and I agreed based on that, 20 made sense, but perhaps I should have my dentist remeasure me with another patient in my chair? Or perhaps Lori could come out and measure me, since my dentist already measured me once and it didn't work out when I ordered? What do you think?

I did use the adjustable focus feature to correct it. I closed one eye, then adjusted using that feature as I looked at the UL and LL and still couldn't get them in focus. UL and LL are the sides that show up blurry when I'm using the loops; the UR and LR are in focus but I have to tilt my neck back to see them.

I will try using a tape measure tomorrow at work (where my loops are) and measuring using the method outlined in the video, but when I do it, does it matter how much the adjustable focus is turned? Should I just have it where the adjustable focus is adjusted so the UR and LR are in focus, even if my head is tilted back when looking at a patient's teeth? As mentioned above, the UL and LL just aren't in focus.

Thank you!

Mindy

On Mon, Jan 16, 2023, 9:04 PM John Lantin <catchall@lumadent.com> wrote:

[read more](#)



Loupes Specialist: Critical Thinking (Cont)

- In the response on the previous slide, the customer provides an incredible amount of information but determining what her issue is becomes difficult.
- It is difficult to determine if this is a WD/FD issue or EP Angle issue.
- At this time, we **would schedule a video call** with the customer to ensure that we are properly identifying the issue and providing a correct solution.



Loupes Specialist 101

Congratulations!

You are ready to take the Loupes specialist certification quiz!

This quiz can only be taken on a **manager approval** basis and if you fail, **retrying may not be permitted until a future date.**

Take your time and go over the material in **these slides/E-learning lessons (3, 5 and 7)** to ensure you **fully understand the material.**

Before taking the quiz, speak with your manager and clarify any material or answer any questions that you may have.