

**OPH 251
OPTICAL INTERNSHIP I**

COURSE DESCRIPTION:

Prerequisites: OPH 132, OPH 141, and OPH 142

Corequisites: None

This course provides practical experience under the direct supervision of an opticianry instructor. Emphasis is on communication and dispensing skills. Upon completion, students should be able to demonstrate competence in all course objectives. Course Hours Per Week: Clinical, 3. Semester Hours Credit, 1.

COURSE OBJECTIVES:

Upon completion of the course, the student will be able to:

- a. Demonstrate the correct selection of frames and lenses according to customer vocational and avocational needs.
- b. Demonstrate the ability to prepare orders, dispense eyewear, and maintain records according to the guidelines set forth by the State of North Carolina.

OUTLINE OF INSTRUCTION:

- I. Customer relations
 - A. Telephone skills
 - B. Resolving customer complaints
- II. Frame and lens selection
 - A. Frame materials
 - 1.) Advantages and disadvantages
 - B. Frame selection
 - 1.) Determining face shapes
 - 2.) Color analysis
 - 3.) Rx influence on frame choice
 - C. Lens material
 - 1.) Advantages and disadvantages
 - D. Bifocal selection
- III. Measurements
 - A. Taking PD's
 - B. Measuring OC's
 - C. Measuring seg/fitting cross height
 - D. Determining proper frame measurements

- IV. Taking job orders
 - A. Completion of job ticket
 - B. Pricing sheet
 - C. MBS selection
 - D. Telephone order
 - E. Record log

- V. POS computer entry
 - A. Log-on
 - B. Creating order
 - C. Creating invoice

- VI. Final inspection
 - A. Rx verification
 - 1.) Lens power, measurements, add-ons
 - B. Standard alignment check
 - C. Frame and lens cleaning

- VII. Eyewear dispensing
 - A. Patient notification
 - B. Frame adjustment
 - 1.) Nosepads, temples
 - C. Eyeglass usage and care information

- VIII. Minor repair
 - A. Parts replacement
 - 1.) Screws, nosepads, temples
 - B. Restringing rimless

REQUIRED TEXTBOOK AND MATERIALS:

To be announced.

STATEMENT FOR STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.