

# Services Guide

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## Opticians - Dispensing

*\*NOTE 1: This information is pulled from credible sources. This information is a guide. Any information used from this guide must be re-contextualized (no copying and pasting). Re-contextualize information incorporating SEO and business specifics.*

*\*NOTE 2: For MCP websites, stick to general information and avoid specifics.*

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# 1. OPTICIANS - DISPENSING OVERVIEW

## 1.1 GENERAL INFORMATION

<http://www.opticiantraining.org/optician-job-description/>

<http://www.opticiantraining.org/what-is-an-optician/>

- Opticians deal with vision-related problems, which include refractive errors or the inability to see near or far clearly, as well as astigmatism.
- The optometrist is responsible for diagnosing the eye problem while the optician helps the patient select the right glasses or contact lenses. The optician will provide clients with eyewear products and services that meet both their medical and stylistic needs.
  - Opticians are responsible for helping clients select the proper size, style, and fit for their eyeglasses.
- The majority of opticians work in offices owned by optometrists, but there are many other options available. Some opticians choose to work in medical practices or large optical retail chains. If you work in a medical setting, you may be expected to perform tasks that are more medically oriented; whereas, if you work in a retail environment, you will likely be expected to be good at customer interaction and product sales.
- Qualities such as being a good listener, communicating at a level people can understand, empathizing with people who are dissatisfied, and being action-driven to correct errors are essential attributes of a successful optician.
- Opticians spend a lot of their time working with patients to make sure they leave comfortable and prepared to properly use whatever lenses they get.

## 1.2 SEO

### Keywords

○ Optometrist	○ Contacts	○ Glasses	○ Optician
○ Bifocals	○ Optical	○ Eyeglasses	○ Glasses frames
○ Prescription glasses	○ Contacts	○ Eye care centre	○ Optical stores
○ Eye clinic	○ Eye specialist	○ Contact lenses	○ Dispensing optician

# 2. CONSULTATIONS

<http://www.boptom.com/eyewear-consultancy/>

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### General

- A general eye consultation is an appointment set by a patient with an eye specialist. Depending on the eye problem or symptoms, a patient may see an ophthalmologist, optometrist, or optician.
- In simple terms, an eyewear consultation is an analysis of your prescription, lifestyle and personality to determine the best possible eyewear solution and style for you.
- The eyes play a huge role in a person's overall health and well-being. A general eye consultation will ensure that problems are addressed before they worsen, appropriate treatment is applied, and the health of the eyes is maintained, particularly as you age.

### 2.1 WHEN YOU SHOULD GO FOR AN EYE CONSULTATION

**Note:** this is different than an eye exam, which usually precedes any consultations with an optician. An optician will provide a consultation at any point after you have received your prescription. Eye exam information is in section 5.

<https://www.docdoc.com/info/procedure/general-eye-consultation>

Type	Description
As you get older	<ul style="list-style-type: none"><li>○ Like many organs in the body, the eyes can also undergo many changes as a person gets older.</li><li>○ Disorders such as presbyopia and macular degeneration (damage to the macula that leads to loss of vision) occur during old age.</li></ul>
If you are predisposed to possible eye problems	<ul style="list-style-type: none"><li>○ Some eye conditions are hereditary. These include cataracts and retinal degeneration that can start during infancy.</li></ul>
As part of your regular physical exam	<ul style="list-style-type: none"><li>○ Some companies may require their employees to undergo general eye consultation, especially if their job requires close attention to details.</li></ul>
When symptoms appear	<ul style="list-style-type: none"><li>○ Vision changes such as the appearance of floaters, blurry vision, double vision, or reduced ability to focus on an object can indicate problems affecting the eyes whether the actual cause is in the eye itself or another underlying condition.</li></ul>
In case of eye injuries	<ul style="list-style-type: none"><li>○ Some injuries can affect the eyes causing bleeding or loss of vision, which can be either permanent or temporary. The accuracy of these measurements is imperative to creating optimal vision, as well as creating</li></ul>

a base measurement for the size of your frames.

## 2.2 THE CONSULTATION PROCESS

Once the optician completes the consultation, they will recommend the ideal lens, or combination of lenses specifically tailored to your lifestyle and budget. They will also discuss the option of contact lenses where appropriate.

<http://visionsofcanada.com/services/consultation/>

Steps	Description
<b>1. Assessing current lenses</b>	<ul style="list-style-type: none"><li>○ Your current prescription is analyzed and a copy is made for the optician's reference.</li></ul>
<b>2. Assessing previous lenses</b>	<ul style="list-style-type: none"><li>○ If available, your previous eyeglasses are assessed and discussed.</li><li>○ This is helpful for defining what kind of lens design you have been wearing, and what you like/dislike about it<ul style="list-style-type: none"><li>● Allows the optician to eliminate the negative, and recreate or improve upon the positive.</li></ul></li><li>○ Any past prescriptions that you are able to provide the optician will help define any patterns or abnormalities in your prescription history.</li></ul>
<b>3. Defining your expectations</b>	<ul style="list-style-type: none"><li>○ What do you want out of your lenses? Will they be for reading, driving, computer, or sports? Outdoor, indoor, or both? Do you need them to be light weight? Durable? Basic or elite lenses? Do you need your lenses to be as thin as possible?</li></ul>
<b>4. Designing future lenses</b>	<ul style="list-style-type: none"><li>○ Based on your expectations and your current prescription, the optician designs a plan to achieve your best vision possible.</li><li>○ This involves choosing the material, manufacturer, and design of lens best suited to your needs.</li></ul>
<b>5. Taking measurements</b>	<ul style="list-style-type: none"><li>○ The optician measures your pupillary distance (the distance between your pupils); and for progressive lenses, your segment height (where your reading vision is going to change to distance vision).</li><li>○ The accuracy of these measurements is imperative to creating optimal vision, as well as creating a base measurement for the size of your frames.</li></ul>
<b>6. Creating a file</b>	<ul style="list-style-type: none"><li>○ Once the optician has established your needs and wants, all of your information is kept on file.</li><li>○ As the optician gets to know you each time you purchase glasses, the</li></ul>

process gets easier and the glasses get better, continually building your trust and improving upon past experience.

## 2.3 FRAME AND LENS SELECTION

<http://www.boptom.com/eyewear-consultancy/>

<https://health.clevelandclinic.org/2013/07/glasses-work-with-a-pro-get-the-right-fit/>

Considerations	Description
<b>When glasses will be worn</b>	<ul style="list-style-type: none"><li>○ Whether you wear your glasses all day, reading, or participating in sports like golfing has an impact on the lens and frame type, and how many pairs you might want/need</li></ul>
<b>Cosmetic appearance</b>	<ul style="list-style-type: none"><li>○ Opticians will take necessary lens thickness, reflections and tints into consideration</li></ul>
<b>Weight/comfort</b>	<ul style="list-style-type: none"><li>○ Higher prescriptions can cause lenses to be heavier, so different lens types and frames can be used to make your glasses more comfortable</li></ul>
<b>Budget</b>	<ul style="list-style-type: none"><li>○ Opticians are able to find the best solution for your eye health within your budget</li></ul>
<b>Fit</b>	<ul style="list-style-type: none"><li>○ Glasses should:<ul style="list-style-type: none"><li>● Be slightly wider than your head, with just enough room to fit a finger between your temple and the temple arm – the piece that goes back toward your ear.</li><li>● Have temple arms that touch your head just in front of your ears (and the arms shouldn't begin to curve until they rest on your ears).</li><li>● Have a good-fitting bridge, which is where the frame rests on your nose. Be sure it's not too loose or too tight. To test it, bend over and see the frame slides down your face. It should stay securely in place.</li></ul></li></ul>

## 3. EYEWEAR ADJUSTMENT AND REPAIR

- Opticians know the design and material of your glasses, so they know how to best fit and adjust them.
- Once your glasses are properly adjusted to suit your face, your optician will explain how to care for your glasses to keep them in good condition.

### 3.1 ADJUSTMENT

[https://essilorusa.com/content/essilor-usa/en/newsroom/news/why\\_you\\_need\\_to\\_pick.html](https://essilorusa.com/content/essilor-usa/en/newsroom/news/why_you_need_to_pick.html)  
<https://health.clevelandclinic.org/2013/07/glasses-work-with-a-pro-get-the-right-fit/>  
<http://www.abdo.org.uk/information-for-the-public/eyecare-faq/looking-after-your-glasses/>  
<http://visionsofcanada.com/services/professional-frame-adjustment/>  
<http://www.opticiantraining.org/optician-tools/>

Steps	Description
Fit	<ul style="list-style-type: none"><li>○ The optician will check that the frame stays in place comfortably, without pinching or squeezing your head or nose</li><li>○ The temple arms on your glasses will need to be adjusted to account for any difference between the heights of your ears, and the curve needs to hold your glasses close to your face even when you bend down.</li><li>○ Opticians may gently warm the sides of the frames to enable adjustment so that they fit well behind your ears</li><li>○ They may also use pliers on a metal frame to adjust the side and nose pieces to facilitate the correct fitting requirements.</li><li>○ If you decide to have a friend or family member pick up your glasses for you, the optician doesn't have a chance to adjust the new glasses and make sure that you can see out of the new glasses correctly.</li><li>○ You can return to your optician in the following days, weeks, months and years to get your glasses readjusted as you get used to them and they change shape over time</li><li>○ Frame adjustment tools include:<ul style="list-style-type: none"><li>● Double Nylon Jaw Pliers – Used for adjusting bridges, endpieces, and temples</li><li>● Angling Pliers – Used for pantoscopic and retroscopic angle adjustments</li><li>● Snipe Nose Pliers – Used for fine eyewire adjustments</li><li>● Cutter Pliers – Used to cut screws</li><li>● Nose Pad Pliers – Used for nose pad assembly adjustments</li><li>● Axis Pliers – Used for lens axis alignment</li><li>● Compression Pliers – Used for rimless eyeglass frames</li><li>● 3-Piece Frame Adjusting Pliers – Used for drill mount frame adjustment</li><li>● Screwdriver Set – Used for removing and replacing screws</li><li>● Nutdriver Set – Used for removing and replacing nuts</li><li>● Hot Air Frame Warmer - Used for warming plastic frames</li></ul></li></ul>

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<b>Vision</b>	<ul style="list-style-type: none"><li>○ Proper adjustment ensures proper vision. Conversely, improper adjustment can negatively affect your vision, and sometimes cause headaches.</li><li>○ The optician will check that your lenses are lining up correctly for proper viewing, especially if you have progressive or bifocal lenses</li><li>○ Opticians may cut and alter lenses so that they fit into the desired frames better</li></ul>
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### 3.2 REPAIRS

<https://collegegrad.com/careers/dispensing-opticians>

<http://www.liopticians.com/repairs/>

<http://www.eyespyoptometry.com/blog-source/2015/1/8/snap-what-to-do-when-your-glasses-break>

**Note:** Not many optical stores' websites say that they do glasses repairs or what kind of repairs they do, but many optician job/career description pages say opticians should know how to do repairs. I'm assuming it depends on the business the optician is working for as to whether or not they can do repairs – small independent stores may be more likely to provide repair services outside of normal manufacturer warranty replacements so I'm including this information for those cases.

Type	Description
<b>Screw Replacement</b>	<ul style="list-style-type: none"><li>○ Including drill outs and re-threads</li></ul>
<b>Nose Pad Cleaning and Replacement</b>	<ul style="list-style-type: none"><li>○ Opticians should stock all shapes and sizes of pads, including authentic brand specific parts.</li></ul>
<b>Temple Tip Replacement and Resizing</b>	<ul style="list-style-type: none"><li>○ Replacements for cracked, broken or discolored temple tips</li><li>○ May provide custom sizing and modifications.</li></ul>
<b>Frame Realignment</b>	<ul style="list-style-type: none"><li>○ Usually using heat</li></ul>
<b>Re-mounting Your Own Lenses into a New Frame</b>	<ul style="list-style-type: none"><li>○ Reshaping or remounting your lenses to a new frame</li><li>○ Some stores refuse to offer this service, since your lenses are initially made to fit your frame and you will never get a perfect fit by doing it the other way around</li></ul>
<b>Metal Frame Repair</b>	<ul style="list-style-type: none"><li>○ Soldering metal frames</li><li>○ Because soldering often results in ugly discoloration, optical stores may offer laser welding which results in a strong joint and hardly any evidence</li></ul>

	of repair. Glasses may be sent out for this service.
<b>Spring Hinge Repair</b>	<ul style="list-style-type: none"><li>○ Involves gluing most hinges together temporarily, or laser welding them.</li></ul>

## 4. EYEWEAR PRODUCTS PROVIDED BY OPTICIANS

<https://en.wikipedia.org/wiki/Optician>  
<https://en.wikipedia.org/wiki/Glasses#Parts>  
[https://en.wikipedia.org/wiki/Contact\\_lens](https://en.wikipedia.org/wiki/Contact_lens)  
<https://www.opticians.ca/page.asp?id=3>  
<https://www.opticians.ca/page.asp?id=3>

Type	Description
<b>Frames</b>	<ul style="list-style-type: none"><li>○ Frames hold a set of lenses in front of a person's eyes for the purpose of vision correction.</li><li>○ Commonly made of plastic or metal</li><li>○ Eyeglasses have become an acceptable fashion item and often act as a key component in individuals' personal image. The biggest contributing factor to a pair of glasses' "look" is its frame.</li></ul>
<b>Prescription/corrective lenses</b>	<ul style="list-style-type: none"><li>○ A corrective lens is a lens worn in front of the eye, mainly used to treat myopia, hyperopia, astigmatism, and presbyopia.<ul style="list-style-type: none"><li>● Myopia (near-sightedness) requires a divergent lens, whereas hyperopia (far-sightedness) requires a convergent lens.</li></ul></li></ul>
<b>Contacts</b>	<ul style="list-style-type: none"><li>○ A contact lens is a thin lens placed directly on the surface of the eye to correct vision.</li><li>○ People choose to wear contacts for many reasons, including:<ul style="list-style-type: none"><li>● Aesthetics and cosmetics – the main motivating factors for people who want to avoid wearing glasses</li><li>● Others wear contacts for functional or optical reasons.</li><li>● When compared with spectacles, contacts typically provide better peripheral vision, and do not collect moisture (from rain, snow, condensation etc.) or perspiration; this makes them ideal for sports and other outdoor activities.</li><li>● Contact wearers can also wear sunglasses, goggles, or other eyewear of their choice without having to fit them with prescription lenses or worry about compatibility with glasses.</li></ul></li></ul>

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<b>Low-vision aids</b>	<ul style="list-style-type: none"><li>○ Registered opticians can help provide low vision aids to make reading easier, more comfortable, and more enjoyable.</li><li>○ Specially trained registered opticians will consult with visually impaired clients and design the best system for that individual, their life situation, and their specific visual limitation.</li><li>○ Devices can range from simple hand-held magnifying lenses systems to high-tech computerized or electronic systems.</li></ul>
<b>Artificial eyes</b>	<ul style="list-style-type: none"><li>○ Some registered opticians specialize in fitting artificial eyes or cosmetic shells. These are special appliances to correct cosmetic, traumatic or anatomical defects or blemishes</li><li>○ To design and fit these devices, registered opticians measure the shape and size of the eye and prepare work orders. In some cases, registered opticians prepare moulds of an eye, which is used in the manufacture of some of these specialized devices.</li><li>○ This work requires considerable skill, care, and patience.</li><li>○ Registered opticians show clients how to insert, remove, and care for their cosmetic shells or their artificial eyes.</li></ul>

### 4.1 FRAME STYLES

<https://en.wikipedia.org/wiki/Glasses#Parts>

**Note:** There are other styles, but these are the frame styles that are most popular today.

Type	Description
<b>Cat eye</b>	<ul style="list-style-type: none"><li>○ This style has an upsweep at the outer edges where the arms (typically referred to as temples) join the frame front.</li></ul>
<b>Horn-rimmed</b>	<ul style="list-style-type: none"><li>○ Originally made out of either horn or tortoise shell, for most of their history they have actually been constructed out of thick plastics designed to imitate those materials.</li><li>○ They are characterized by their bold appearance on the wearer's face, in contrast to metal frames, which appear less pronounced.</li></ul>
<b>Rimless</b>	<ul style="list-style-type: none"><li>○ Lenses are mounted directly to the bridge and/or temples.</li><li>○ They are unique amongst eyeglass styles in that they have never gone completely out of fashion, remaining an acceptable alternative through the years to more stylish designs</li><li>○ The style is divided into two subtypes:<ul style="list-style-type: none"><li>● Three-piece glasses are composed of lenses mounted to a bridge and two separate temple arms</li></ul></li></ul>

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	<ul style="list-style-type: none"><li>• Rimways (also called cortlands) feature a supporting arch that connects the temples to the bridge and provides extra stability for the lenses</li></ul>
<b>Browline</b>	<ul style="list-style-type: none"><li>○ Very popular during the 1950s and 1960s</li><li>○ The bold upper part of the frame frames the lenses in the same way that eyebrows frame the eyes.</li></ul>

### 4.2 LENS TYPES

[https://en.wikipedia.org/wiki/Corrective\\_lens](https://en.wikipedia.org/wiki/Corrective_lens)

Type	Description
<b>Single vision</b>	<ul style="list-style-type: none"><li>○ Single vision lenses correct for only one distance. If they correct for far distance, the person must accommodate to see clearly up close. If the person cannot accommodate, they may need a separate pair of single vision glasses for near distances, or use a multifocal lens (see below).</li></ul>
<b>Bifocal</b>	<ul style="list-style-type: none"><li>○ The upper part of the lens is generally used for distance vision, while the lower segment is used for near vision.</li><li>○ The area of the lens that caters to near vision is called the add segment.</li><li>○ There are many different shapes, sizes, and positions for the add segment that are selected for functional differences as well as the visual demands of the patient.</li></ul>
<b>Trifocal</b>	<ul style="list-style-type: none"><li>○ Similar to bifocals, except that the two focal areas are separated by a third area (with intermediate focus correction) in the middle. This segment corrects the wearer's vision for intermediate distances roughly at arms' length, e.g. computer distance.</li><li>○ This lens type has two segment lines, dividing the three different correcting segments.</li></ul>
<b>Progressive</b>	<ul style="list-style-type: none"><li>○ Also called "varifocal lenses", provide a smooth transition from distance correction to near correction, eliminating segment lines and allowing clear vision at all distances, including intermediate (roughly arms' length)</li></ul>
<b>Adjustable focus</b>	<ul style="list-style-type: none"><li>○ Dynamically adjusts focal length, typically allowing clear vision at any distance. It is especially useful for treating the loss of accommodation common in presbyopia</li></ul>
<b>Plano</b>	<ul style="list-style-type: none"><li>○ Some people with good natural eyesight like to wear eyeglasses as a style accessory, or want to change the appearance of their eyes using novelty contact lenses. For these people, no power or acuity correction is</li></ul>

	<p>required. Some may need a prescription in one lens in their spectacles, but not in the other. In this case the lens is simply a placeholder that does nothing, with equal parallel curved surfaces. This is referred to as a <i>plano</i> lens.</p>
<b>Over-the-counter reading glasses</b>	<ul style="list-style-type: none"><li>○ Ready-made single-vision reading glasses go by many names, including over-the-counter glasses, ready readers, cheaters, magnifiers, non-prescription readers, or generic readers.</li><li>○ They offer clearer vision to people with presbyopia and hyperopia.</li><li>○ They are typically sold in retail locations such as pharmacies and grocery stores, but are also available in book stores and clothing retailers.</li><li>○ They are available in common reading prescriptions in strengths ranging from +0.75 to +3.50 diopters</li></ul>

## 5. RELATED SERVICES

### 5.1 EYE EXAMS

<http://doctorsofoptometry.ca/the-eye-exam/>  
[https://en.wikipedia.org/wiki/Eye\\_examination](https://en.wikipedia.org/wiki/Eye_examination)

#### General:

- An eye examination is a series of tests performed by an ophthalmologist (medical doctor), optometrist, or orthoptist assessing vision and ability to focus on and discern objects, as well as other tests and examinations pertaining to the eyes.
- Opticians do not conduct these exams, but eye exams are necessary for obtaining a prescription before you visit an optician to get your glasses.
- For adults, a regular eye exam is an important part of maintaining your overall health and making your vision last a lifetime. Without an eye exam, critical health issues can be overlooked until it's too late.

Steps	Description
<b>1. Visual acuity tests</b>	<ul style="list-style-type: none"><li>○ Among the first tests performed in a comprehensive eye exam are visual acuity tests that measure the sharpness of your vision.</li><li>○ These are usually performed using a projected eye chart to measure your distance visual acuity and a small, hand-held acuity chart to measure your near vision.</li></ul>

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<b>2. Color blindness test</b>	<ul style="list-style-type: none"><li>○ A screening test that checks your color vision often is performed early in a comprehensive eye exam to rule out color blindness.</li><li>○ In addition to detecting hereditary color vision deficiencies, color blind tests also can alert your eye doctor to possible eye health problems that may affect your color vision.</li></ul>
<b>3. Cover test</b>	<ul style="list-style-type: none"><li>○ During a cover test, your eye doctor will ask you to focus on a small object across the room and will then cover each of your eyes alternately while you stare at the target.</li><li>○ The test is then repeated with you looking at a near object.</li></ul>
<b>4. Eye movements test</b>	<ul style="list-style-type: none"><li>○ Ocular motility testing is performed to determine how well your eyes can follow a moving object and/or quickly move between and accurately fixate on two separate targets.</li><li>○ Problems with eye movements can cause eye strain and may affect reading ability, sports vision and other skills.</li></ul>
<b>5. Depth perception test</b>	<ul style="list-style-type: none"><li>○ Also called a stereopsis test.</li><li>○ Stereopsis is the term used to describe eye teaming that enables normal depth perception and appreciation of the 3-dimensional nature of objects.</li><li>○ There are many different tests for depth perception. Which one you do depends on the eye doctor.</li></ul>
<b>6. Retinoscopy</b>	<ul style="list-style-type: none"><li>○ Your eye doctor may perform this test early in the eye exam to obtain an approximation of your eyeglass prescription.</li><li>○ In retinoscopy, the room lights will be dimmed and you will be asked to focus on a large target (usually the big "E" on the eye chart). As you stare at the "E," your eye doctor will shine a light at your eye and flip lenses in a machine in front of your eyes. This test estimates which lens powers will best correct your distance vision.</li><li>○ Based on the way the light reflects from your eye, your doctor is able to "ballpark" your prescription.</li><li>○ This test is especially useful for children and patients who are unable to accurately answer the doctor's questions.</li></ul>
<b>7. Refraction</b>	<ul style="list-style-type: none"><li>○ This is the test that your eye doctor uses to determine your exact eyeglass prescription.</li><li>○ During refraction, the doctor puts an instrument called a phoropter in front of your eyes and shows you a series of lens choices. He or she will then ask you which of the two lenses in each choice looks clearer.</li><li>○ Based on your answers, your eye doctor will continue to fine-tune the lens power until reaching a final eyeglass prescription.</li></ul>
<b>8. Autorefractors and aberrometers</b>	<ul style="list-style-type: none"><li>○ Your eye doctor also may use an autorefractor or aberrometer to automatically estimate your eyeglass prescription. With both devices, a chin rest stabilizes your head while you look into the instrument at a</li></ul>

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	pinpoint of light or a detailed image.
<b>9. Slit lamp exam</b>	<ul style="list-style-type: none"><li>○ A slit lamp is a binocular microscope (or "biomicroscope") that your eye doctor uses to examine the structures of your eye under high magnification.</li></ul>
<b>10. Glaucoma test</b>	<ul style="list-style-type: none"><li>○ Testing for glaucoma typically begins with measuring the pressure inside your eyes. A common glaucoma test is the "puff-of-air" test.</li><li>○ Another type of glaucoma test is performed with an instrument called an applanation tonometer. The most common of several versions of this instrument is mounted on the slit lamp.</li></ul>
<b>11. Pupil dilation</b>	<ul style="list-style-type: none"><li>○ To obtain a better view of the eye's internal structures, your eye doctor instills dilating drops to enlarge your pupils.</li><li>○ Once the drops have taken effect, your eye doctor will use various instruments to look inside your eyes.</li><li>○ Pupil dilation is very important for people with risk factors for eye disease, because it allows for the most thorough evaluation of the health of the inside of your eyes.</li></ul>
<b>12. Visual field test</b>	<ul style="list-style-type: none"><li>○ In some cases, your eye doctor may want to check for the possible presence of blind spots (scotomas) in your peripheral or "side" vision by performing a visual field test. These types of blind spots can originate from eye diseases such as glaucoma.</li></ul>