Well-trained staff are vital to the success of every practice. The Distance Learning Center is a full-service online continuing education program for ophthalmic personnel. Courses are designed in a modular fashion by areas of interest and new courses are added regularly. *All courses are included free-of-charge with your annual membership to BSM Connection®.*

General Business Training

Course Title	Credits/Time
Customer Service	
OPH 01 01-101 - Telephone Skills Training	1.0 hour
OPH 01 01-102 - Advanced Telephone Skills Training	1.0 hour
Business Office	
OPH 01 02-107 - Maximizing Practice Collections: Patient Data Collection	**1.0 COE**
OPH 01 02-108 - Maximizing Practice Collections: Processing Daily Work – Part 1	**1.0 COE**
OPH 01 02-109 - Maximizing Practice Collections: Processing Daily Work – Part 2	**1.0 COE**
OPH 01 02-110 - Maximizing Practice Collections: Billing, Accounts Receivable Management, and Reporting	**1.0 COE**
OPH 01 02-111 - Medicare Billing Basics	**1.0 COE**
OPH 01 02-112 - Introduction to ICD-10	**1.0 COE**
Staff Management	
OPH 01 03-101 - Selecting a New Employee	**1.5 COE**
OPH 01 03-102 - Job Descriptions and Performance Evaluation	**1.5 COE**
OPH 01 03-103 - Developing a Staff Compensation System for Your Practice	**2.0 COE**
OPH 01 03-104 - Staff Motivation and Incentive Programs	**1.5 COE**
Financial Management	
OPH 01 04-103 - Basics of Medical Practice Finance – Part 1	**1.0 COE**
OPH 01 04-104 - Basics of Medical Practice Finance – Part 2	**1.0 COE**
OPH 01 04-105 - Introduction to the Budget Process	**1.0 COE**
OPH 01 04-106 - Administrator's Guide to Creating a Practice Budget	**2.0 COE**
OPH 01 04-107 - Financial Benchmarking for the Ophthalmology Practice	**2.0 COE**
OPH 01 04-108 - Basics of Accounting – Part 1	**1.0 COE**
OPH 01 04-109 - Basics of Accounting – Part 2	**1.0 COE**
OPH 01 04-110 - Effectively Managing Real Estate Leases: Part 1	**1.0 COE**
OPH 01 04-111 - Effectively Managing Real Estate Leases: Part 2	**1.0 COE**
Marketing	
OPH 01 05-101 - Introduction to Marketing	**1.5 COE**
OPH 01 05-102 - Developing a Marketing Plan	**1.5 COE**
OPH 01 05-103 - Refractive Surgery Patient Counseling	**1.0 COE**
OPH 01 05-104 - Internal Marketing	**1.0 COE**
OPH 01 05-105 - Social Media and Health Care Providers	**1.0 COE**
OPH 01 05-106 - Online Marketing	**1.0 COE**
OPH 01 05-107 - Use of Social Media in Marketing	**1.0 COE**
OPH 01 05-108 - Top Ranking: Search Engine Optimization for Today's Medical Practice	**1.0 COE**
Management and Professional Development	
OPH 01 06-101 - Peer to Peer Relations for Administrators	**2.0 COE**
OPH 01 06-102 - Developing High Performance Teams – Part 1	**1.0 COE**
OPH 01 06-103 - Developing High Performance Teams – Part 2	**1.0 COE**
OPH 01 06-104 - Train the Trainer	**1.0 COE**
Provider Recruitment	
OPH 01 07-101 - Compensation Methods for Associate Physicians	**2.0 COE**
OPH 01 07-102 - Physician Recruitment and Contracting	**1.5 COE**

General Business Training (continued)

Course Title	Credits/Time
Clinical Operations	
OPH 01 09-101 - EHR Implementation: Stages and Strategies for Success	**1.0 COE**
OPH 01 09-102 - Flow and Efficiency Red Flags	**1.0 COE**
OPH 01 09-103 - Maintaining Electronic Health Records Data	**1.0 COE**
Administrative / Practice Management	
OPH 01 10-101 - Network Basics for Medical Practices	**1.0 COE**
OPH 01 10-102 - From Counseling to Termination: A Step-by-Step Guide	**1.0 COE**
OPH 01 10-104 - Business Insurance Coverage for the Medical Practice	**1.0 COE**
OPH 01 10-105 - The 8 Steps of Effective Managerial Problem Solving	**1.0 COE**
General Staff Training	
OPH 01 20-101 - Peer to Peer Relations for Staff Members	2.0 hours
OPH 01 20-103 - The 5 "C"s of Managing Conflict	**1.0 COE**
OPH 01 20-104 - Stress Management	**1.0 COE**
OPH 01 20-106 - A Staff's Guide to Professionalism in the Workplace	**1.0 COE**
OPH 01 20-107 - Basic Principles of Time Management	**1.0 COE**
OPH 01 20-110 - A Guide to Writing Amazingly Good Professional Emails *NEW*	**1.0 COE**
Technology	
OPH 01 34-101 - Managing the Risks with Patient Portals	**1.0 COE**

New Employee Orientation

Course Title	Estimated Time
Customer Service	
OPH 01 32-101 - Key Success Factors in an Ophthalmology Practice	.75 hours
OPH 01 32-102 - Telephone Skills Training	1.0 hour
Staff Management	
OPH 01 32-103 - Human Resources	1.0 hour
Clinical Operations	
OPH 01 32-104 - Anatomy of the Patient Examination	1.0 hour
OPH 01 32-105 - Overview of the Patient Encounter	1.0 hour
OPH 01 32-106 - Scope of the Eye Care Practice	0.5 hours
OPH 01 32-107 - Ophthalmic Facilities and Equipment	1.0 hour
Ophthalmic Knowledge	
OPH 01 32-108 - Anatomy of the Eye	0.5 hours
General Staff Training	
OPH 01 32-109 - Peer to Peer Relations for Staff Members	2.0 hours

Clinical

Course Title	Credits/Time
Clinical Operations	
OPH 03 09-102 - Optical Coherence Tomography	**1.0 JCAHPO**
OPH 03 09-103 - Introduction to CPT Coding for Technicians	**1.0 JCAHPO**
OPH 03 09-104 - Clinical Flow and Efficiency	**1.0 JCAHPO**
Cornea	
OPH 03 11-107 - The Role of Diagnostic Testing in Corneal Disease	**1.0 JCAHPO**
OPH 03 11-109 - A Technician's Guide to Keratoconus and Other Corneal Ectatic Disorders	**1.0 JCAHPO**
Glaucoma	
OPH 03 12-106 - Basics of Glaucoma	**1.0 JCAHPO**
OPH 03 12-107 - Educating the Glaucoma Patient	**1.0 JCAHPO**
OPH 03 12-108 - Modern Glaucoma Surgery	**1.25 JCAHPO**

Clinical (continued)

Course Title	Credits/Time
Ocular/Systemic Disease	
OPH 03 13-103 - Dry Eye Disease	**1.0 JCAHPO**
OPH 03 13-104 - Allergies and Ocular Surface Disease: Knowledge for Providing Optimal Care	**1.0 JCAHPO**
OPH 03 13-105 - Low Vision	**1.0 JCAHPO**
OPH 03 13-106 - Pediatric Eye Conditions and Diseases	**1.5 JCAHPO**
OPH 03 13-107 - A Technician's Guide to Meibomian Gland Dysfunction *NEW*	**0.5 JCAHPO**
Ophthalmic Knowledge	
OPH 03 14-114 - The Fine Art of Scribing	**1.0 JCAHPO**
OPH 03 14-115 - History Taking Drives the Exam	**1.0 JCAHPO**
OPH 03 14-116 - Preparing for the COA Exam	0.5 hours
OPH 03 14-117 - Triaging Ocular Emergencies	**1.0 JCAHPO**
OPH 03 14-118 - Anatomy and Physiology of the Eye	**2.0 JCAHPO**
OPH 03 14-119 - Avoiding Problems in Subjective Refractometry	**1.25 JCAHPO**
OPH 03 14-120 - Nutrition and the Eye	**1.0 JCAHPO**
OPH 03 14-122 - Extraocular Muscles and Motility	**1.0 JCAHPO**
OPH 03 14-123 - Dilation: How, Why, and When	**1.0 JCAHPO**
OPH 03 14-124 - Introduction to Clinical Research in Ophthalmology	**1.25 JCAHPO**
OPH 03 14-125 - Pharmacology and Medication Training for the Ophthalmic Technician	**1.0 JCAHPO**
Contact Lenses	
OPH 03 15-102 - The Technician's Guide to Soft Contact Lens Fitting	**1.0 JCAHPO**
Ophthalmic Skills / Instruments	
OPH 03 16-102 - Elements of the Patient Work-up	**1.0 JCAHPO**
OPH 03 16-103 - The A-Scan: Ultrasound and Optical Biometry	**1.25 JCAHPO**
OPH 03 16-104 - Retinal Diagnostic Testing	**1.0 JCAHPO**
OPH 03 16-105 - The Visual Pathway: Key to Understanding and Performing Visual Fields	**1.5 JCAHPO**
OPH 03 16-106 - Tonometry in Clinical Practice	**1.0 JCAHPO**
Refractive and Cataract Surgery	
OPH 03 17-111 - Preparing Patients for Cataract Surgery	**1.0 JCAHPO**
OPH 03 17-112 - Introduction to Refractive Surgery	**1.25 JCAHPO**
OPH 03 17-113 - Cataract Surgery and Intraocular Lenses	**1.0 JCAHPO**
OPH 03 17-114 - The Role of the Refractive Surgery Coordinator in a Practice	**1.0 JCAHPO**
Retina	
OPH 03 18-102 - Diabetes and the Eye	**1.0 JCAHPO**
OPH 03 18-103 - Medical and Surgical Treatment of Retinal Diseases	**1.75 JCAHPO**
Surgery: General	
OPH 03 19-105 - Sterilization of Surgical Ophthalmic Instruments and Equipment	**1.0 JCAHPO**
OPH 03 19-106 - Infection Prevention and Sterile Technique in Ophthalmic Surgery	**1.0 JCAHPO**
OPH 03 19-107 - Ophthalmic Plastic Surgery: Functional Oculoplastics *NEW*	**1.0 JCAHPO**
Optical Technology	
OPH 03 31-101 - A Technician's Guide to Opticianry	**1.25 JCAHPO**

Regulatory and Compliance

Course Title	Estimated Time
General Staff Training	
OPH 05 20-101 - A Guide to HIPAA and Patient Confidentiality	1.0 hour
OPH 05 20-103 - Active Shooter: The Need for an Emergency Action Plan	1.0 hour
OPH 05 20-106 - Compliance as Preventative Medicine: How to Implement a Practice-specific Plan *NEW*	1.0 hour
OPH 05 20-104 - MIPS: Plotting Your Reimbursement Course	0.5 hours
OPH 05 23-104 - OSHA: Bloodborne Pathogens and Hazard Communication Training for the Medical Office	2.0 hours

Optical

Course Title	Credits/Time
Optical Operations	
OPH 06 08-101 - Optical Dispensary	1.0 hour
OPH 06 08-102 - Enhance Your Capture Rate: Staff Training	0.5 hours
OPH 06 08-103 - Optical Sales: The Professional Approach	**1.0 ABO**
OPH 06 08-104 - Managing Your Inventory Investment	0.5 hours
OPH 06 08-105 - Benchmarking The Ophthalmic Dispensary	**1.0 ABO**
OPH 06 08-106 - Medicare Compliance for the Participating Optical Dispensary	**2.0 ABO**
OPH 06 08-107 - Implementing an Effective Inventory Management Plan	**1.0 ABO**
OPH 06 08-108 - Elevating Your Sales Approach	0.5 hours
OPH 06 08-109 - Optical Operations: The Administrator's Tool Kit	**1.0 COE**
OPH 06 08-110 - Assessing Cost of Goods	0.5 hours
OPH 06 08-111 - Anatomy of an Eye Examination	**1.0 ABO**
OPH 06 08-112 - A High Performance Guide to Being an Effective Optical Manager	**1.0 ABO**
OPH 06 08-114 - Optician Training Series Part 1: Basic Laboratory and Optics Overview	**1.0 ABO**
OPH 06 08-115 - Optician Training Series Part 2: Intermediate Optics	**2.0 ABO**
OPH 06 08-116 - Optician Training Series Part 3: Advanced Optics	**2.0 ABO**
OPH 06 08-117 - Optician Training Series Part 4: Frame Styling: Shapes, Materials, and Fitting	**2.0 ABO**
Optical Technology	
OPH 06 15-101 - Step-by-Step Guide to Contact Lens Dispensing	**1.0 ABO/NCLE**
OPH 06 31-102 - Progressive Lenses: The Benefits of WAVE Technology	**1.0 ABO**
OPH 06 31-103 - Optics of Free-Form Lenses	**1.0 ABO**
OPH 06 31-104 - Prism-Thinning: Progressive Lenses	**1.0 ABO**
OPH 06 31-105 - AR Lenses in the 21st Century	**1.0 ABO**

Do you have questions on how to implement a comprehensive Distance Learning program in your practice?
Call our Customer Relations Specialists at **866-220-3184** or visit **bsmconnection.com** for additional information.