dr. Contact lens

HOW TO PLACE AN ORDER

1) CLICK PATIENTS FROM MENU → search by first or last name.

▶ **If patient exists** - click on the patient to open their record.

▶ **If patient does not exist** - check for an active Rx in your EMR.

2) CONFIRM INFORMATION

▶ Before you place an order confirm the email address & cell phone number are correct.

▶ **If not correct** - update in DCL and then your EMR.

3)INSURANCE ALLOWANCE

▶ Click on"**insurance allowance**" and add in the benefit . Do this before you invite a patient to order, or before placing an in office order.

▶ If a patient uses insurance for an order, you will be alerted it is time to bill via email.

▶ If insurance benefits aren't available, simply click the "x" next to their order and your patient's card will be charged. They are notified.

4) ORDER

▶ Click the "**order**" button, select amount of boxes for each eye, select address.

▶ **Select "PREPAID"** if you collected payment in office   OR

▶ Enter in patient's credit card # if taking a phone order.

▶ Click "**order**" to submit -the patient will receive tracking information once available.

VOILA! you are done! No more calling patients, unpacking boxes or returning contacts that were never picked up!

AUTOMATED REMINDERS

▶ Once an order is placed ⇢ DCL will auto-remind them when they are due to re-order & due for an eye exam.

▶ Send additional reminders - use "invitations" to re-send reminders for patients overdue to order or overdue to see you. We recommend utilizing this feature once a month to keep reminding patients before they order elsehwere.

HOW TO INVITE A PATIENT:
▶ Click on **patients** at the top of the page - search for the patient.
▶ Verify the **email address** and **cell phone number** are accurate.
▶ If it is not accurate - update it in DCL and then in your EMR.
▶ Make sure the patient has an active prescription.
▶ If not- add in a new EMR prescription.
▶ Click **invite or resend invitation** - once a patient logs in once, this button will dissapear.
▶ Invite every patient that asks for a copy of their prescription so they get a digital copy of their Rx.
▶ **Family members** can be under one login and they will be prompted upon logging in what patient they would like to order for. Simply save the same email address for all family members to create one login.

PRICING
▶ Download our recommended price list by going to Dashboard ⇢ Reports ⇢ Pricelist. This report is updated monthly.
▶ To change your pricing go to the administration ⇢ product prices ⇢ update your pricing there.

PROMO CODES
Here are some promo codes you can use for friends & family or price matching patients.

FIRST10 - **$10 off first order**
PATIENT10 - **10% off**
PATIENT15 - **15% off**
PATIENT20 - **20% off**

TROUBLE SHOOTING

If order button is missing - This happens if there is no active Rx on file for the patient. If an Rx is missing, add it to your EMR and wait for it to sync to DCL before ordering.
This can also happen if the Rx is still pending in DCL. Scroll down to the record portion and make sure there is a matched Rx. If it says "pending match" click on that and make sure the system matches the Rx properly, click save.

If invite button is missing - This happens once a patient has logged in once, from there you no longer have to invite them, they have a saved login and can access the portal from portal.drcontactlens.com.

If the patient or Rx is missing - If the patient is in your EMR but not syncing to DCL, try re-adding the Rx and wait 20 minutes for it to pull the Rx over to DCL.

ORDER ISSUES:

▶ If you made an error or need to cancel - contact your distributor **within 20 minutes of submitting any order**, after that it will be picked and shipped to the patient.

▶ Send an email with the change to **support@drcontactlens.com** for it to be reflected in your portal within 36-48 hours.

▶ **BACK ORDERS** - contact your distributor for a more accurate ship date. Patients will get a notification letting them know their contacts are on back order.

SUPPORT

For ongoing training support - please bookmark our training page:
BLOG.DRCONTACTLENS.COM/TRAINING

Need Help?
Email us SUPPORT@DRCONTACTLENS.COM
Call us 888-205-1679