



HOW TO PLACE AN ORDER

1) CLICK PATIENTS FROM MENU

- ▶ **If patient is new to DCL** → click on the “+” and add the patient’s demographics - *click save.*
- ▶ **If patient is in DCL** → click on their name to open their profile.

2) 2 WAYS TO ADD AN RX TO THE DCL SYSTEM:

- ▶ **NEW EMR (Rx)** - use this to add (up to 3) Rxes for a patient.
- ▶ **NEW EMR (Order)** - use this if you dispensed lenses to the patient from inventory or you placed the order through another platform. This allows you to track the next order date.

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

- ▶ Before you place an order confirm the email address & cell phone number are correct.
- ▶ 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 re-turning contacts that were never picked up!



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 disappear.
- ▶ 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.

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 elsewhere.

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 DCL before ordering.

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.

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

