

# BUILDING A PATIENT PROFILE IN CIAO!

- ❑ Log Into **Ciao!** Via The Desktop Or IPad (Use Your Luxottica ID & Network Password)
- ❑ Once You're On **The Active Tab** (Landing/Home Page) Select The Magnifier On The Bottom Left Side Of The Screen To Begin Searching A Patient



- ❑ Type 3 Letters Of The Last Name And 3 Letters Of The First Name Then Hit Search (Magnifier On The Bottom)



- ❑ Once You've Confirmed Your Patient Is Not In The Data Base, Select The + Sign On The Bottom Left To Proceed And Add Additional Patient Information

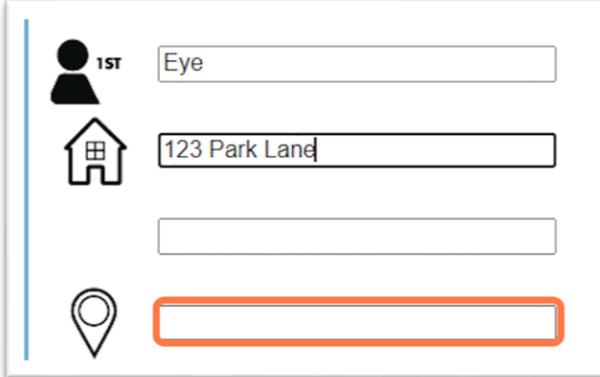


- ❑ The Patient Profile Will Now Open. Continue To Spell Out Their Full Name In The First & Last Name Box
- ❑ Continue By Completing The Street Address To The Right Of The House Icon



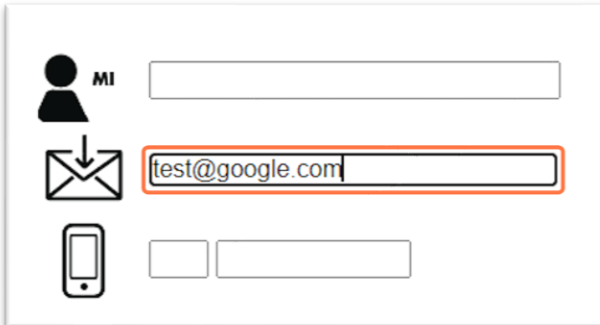
# BUILDING A PATIENT PROFILE IN CIAO!

- ❑ Enter The Zip Code Next To The Pin And Hit TAB When You Have Completed This Step (This Should Pre-populate The City & State)



A form for entering patient address information. It features three rows of input fields. The first row has a person icon with '1ST' next to it, followed by a text box containing 'Eye'. The second row has a house icon, followed by a text box containing '123 Park Lane'. The third row has a location pin icon, followed by an empty text box that is highlighted with a red border.

- ❑ Next To The Envelope, Fill In The Patient's Email Address
- ❑ Select Yes Or No To The Right Of The Email & Letter With The Megaphone (This Gives Us Permission To Email The Patient When Needed)
- ❑ **Note:** We Do Not Sell Emails Or Do Heavy Marketing



A form for entering patient contact information. It features three rows of input fields. The first row has a person icon with 'MI' next to it, followed by an empty text box. The second row has an envelope icon, followed by a text box containing 'test@google.com' that is highlighted with a red border. The third row has a mobile phone icon, followed by two empty text boxes.

- ❑ The Mobile Phone Icon Is Where You Will Enter A Patient's Cell Phone Number
- ❑ **Note:** The Area Code Goes In The First Box With The Remaining 7 Digits In The Box To The Right
- ❑ When Texting A Patient, Must Have A Cell Phone Number In This Box
- ❑ For Additional Phone Numbers Use The Icon With The Traditional Telephone (Home Phone) And The Briefcase (Work Phone) Number




A form for entering patient contact information, similar to the previous one. It features three rows of input fields. The first row has an envelope icon, followed by a text box containing 'test@google.com'. The second row has a mobile phone icon, followed by two text boxes. The first text box contains '619' and is highlighted with a red border, while the second text box is empty.

# BUILDING A PATIENT PROFILE IN CIAO!

- ☐ Select The Patients Preferred Method Of Communication (PMOC)
- ☐ This Allows Us To Quickly Communicate When Orders Are Ready
- ☐ We Always Recommend Email Or Text, But If They Prefer A Call, No Problem!

A form for selecting the patient's preferred method of communication (PMOC). It features a person icon with the text "PMOC" next to it. To the right is a dropdown menu with "Text" selected and a downward arrow.

- ☐ Choose Your Patients Communication Language

A form for selecting the patient's communication language. It features a person icon with a speech bubble. To the right is a dropdown menu with "English" selected and a downward arrow.

- ☐ Enter Your Patients DOB
- ☐ Add Slashes Between Month/Day/Year.

A form for entering the patient's date of birth (DOB). It features a calendar icon on the left, a text input field in the center containing "08/07/1980", and a calendar icon on the right.

- ☐ Select Male or Female.

A form for selecting the patient's gender. It features two person icons (one male, one female) on the left. To the right is a form with two radio buttons labeled "Male" and "Female".

- ☐ This is your notes box
- ☐ **Note:** All notes entered will stay with the patient profile & used for many different reasons. (Remember these could be requested by legal teams)

A form for entering patient notes. It features a notepad icon on the left. To the right is a text input field with the placeholder text "place a note as needed. |".

- ☐ Once you have all your data entered, select the checkmark on the bottom left to continue and save
- ☐ Ciao! Will notify you if something is missing!

