

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

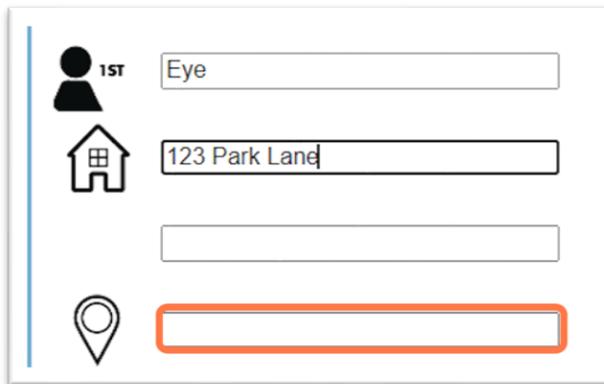


- ❑ The Patient Profile Will Now Open. Continue To Spell Out Their Full Name In The First & Last Name Box
- ❑ Continue By Completing The Street Address To The Right Of The House Icon



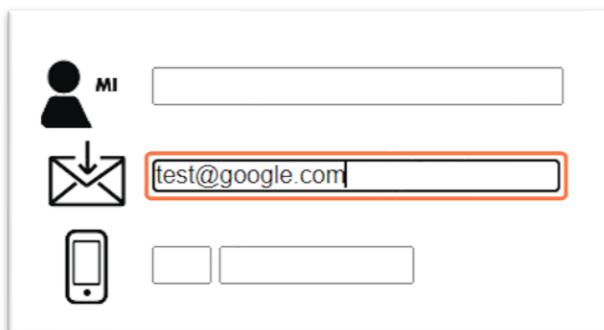
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- Enter The Zip Code Next To The Pin And Hit TAB When You Have Completed This Step (This Should Pre-populate The City & State)



1ST Eye
123 Park Lane

- 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



MI
test@google.com

- 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



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619

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!



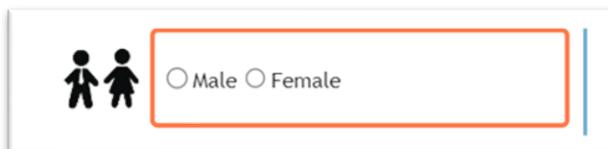
- Choose Your Patients Communication Language



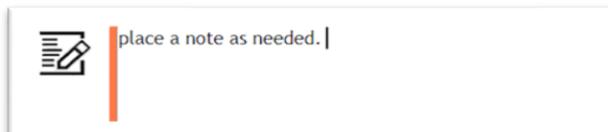
- Enter Your Patients DOB
- Add Slashes Between Month/Day/Year.



- Select Male or 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)



- 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!

