

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)

A form with two input fields. The top field is labeled 'LAST' and contains the text 'glasses'. The bottom field is labeled '1ST' and contains the text 'eye'. The '1ST' field is highlighted with a red rectangular border.

- ❑ 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

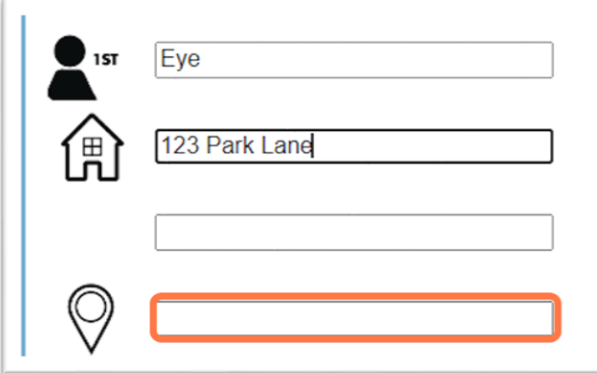


- ❑ The Patient Profile Will Now Open. Continue To Spell Out Their Full Name In The First & Last Name Box
- ❑ Continue By Completing The Street Address To The Right Of The House Icon

A form with three input fields. The top field is labeled '1ST' and contains the text 'Eye'. The middle field is labeled with a house icon and contains the text '123 Park Lane'. The bottom field is empty. The '1ST' field and the house icon field are highlighted with red rectangular borders.


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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)



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 an orange 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 an orange 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 an orange border, while the second text box is empty.

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- ☐ 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.

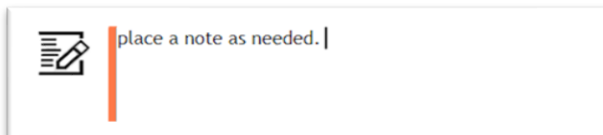
- ☐ Enter Your Patients DOB
- ☐ Add Slashes Between Month/Day/Year.

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

- ☐ Select Male or Female.

A form for selecting the patient's gender. It features two person icons (male and 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!

