NuSight Medical
Dry eye relief…In the blink of an eye

NuLids In-service

Important: In-service to be completed within 15 days of receipt of NuLids Systems

MANAGEMENT DISCUSSION

[The following topics MUST be covered with Office Management at the time of In-service]

1. ☐ Reconfirm which individual[s] will be the NuLids 'Champion'.
2. ☐ Reconfirm which individual[s] will manage any purchase objection.
3. ☐ Reconfirm which individual[s] will manage the patient training [4 Steps: name, address, serial # and password set].
4. ☐ Reconfirm which individual[s] will manage the patient registration process [4 Steps: name, address, serial # and password set].
5. ☐ Discuss the practicality in bundling NuLids with in-office treatments [i.e. BlephEx, MiboFlo, LipiFlow, iLux, etc.] and having the patient make one payment.
6. ☐ Review the various practice building tools available [i.e. patient brochure, posters, waiting room video, patient announcement letter, networking letter, press release, newspaper ad, etc.].
7. ☐ Book a 30-day follow-up visit with patient at time of check-out.
8. ☐ Recommend that office conduct routine follow-up calls with the patient to ascertain continued compliance with the NuLids System.
9. ☐ Walk the Office Manager through the Doctor portal to access patient billing, the reordering of NuLids Starter Kits, management report tools, and the assigning of staff.

STAFF TRAINING

[The following topics MUST be covered with the Office Staff at time of In-service]

1. ☐ Open a NuLids Starter Kit and review contents including Soft Tips and Quick Start Guide.
2. ☐ Physically demonstrate the use of the system and then require that the staff perform a treatment on themselves. Stress the importance of becoming comfortable in demonstrating the NuLids System.
3. ☐ Discuss the importance of making NuLids a part of the routine treatment plan for all Meibomian Gland Disease and Blepharitis patients.
4. ☐ Discuss the importance of using a fresh NuLids tip each day to prevent infection and avoid damage to the NuLids handpiece. Explain how NuLids works and why it's daily use is an important part of the patient's dry eye treatment plan.
5. ☐ Discuss with the doctor the importance of running an initial set of baseline dry eye measurements prior to beginning NuLids and performing a 30-day follow-up visit with the same tests to document progress.

6. ☐ Discuss the role of lubricating gels play in the treatment and suggest which products might be used.

7. ☐ Review the patient testimonial sheet and discuss the likelihood that NuLids will reduce/eliminate many of the patient's OTC products.

8. ☐ Review how to handle objections [i.e. price, product use, reordering tips, etc.]

9. ☐ Review the patient purchase/registration process with management and the appropriate check-out staff.

10. ☐ Review the limited one-year warranty that accompanies a new NuLids System. Be sure to discuss the limits of coverage [including averting the introduction of any liquid with the handpiece and avoiding the re-use of Soft Tips].

WEB PORTAL TRAINING

[The following website portal topics MUST be covered with the Office Staff <u>at</u> the time of In-service]

1. ☐ Walk the staff through the Tech Portal to access tech education materials, videos, and marketing tools.

2. ☐ Walk the staff through the Patient Portal to access patient email and password, resetting of password, videos, and reordering Soft Tips.

3. ☐ Walk the staff through the patient registration process including patient registration, the purchase of a NuLids Starter Kit, serial number entry, and password/login access information.