

2024 Eyeglass Rule Update Script

1. Introduction to the Update

"Hi [Patient's Name], I want to let you know about a new update to our eyeglass prescription process that went into effect this year. It's designed to make things easier and clearer for you."

2. What the Rule Means for You

"Under the new rule, when you get an eye exam and we provide you with a prescription for glasses, you will receive a confirmation form. This form confirms that you've received your prescription and understand your rights."

3. Why This Update is Important

"This update helps ensure you get your prescription in a timely manner and that you have a clear record of what was provided. It also makes sure you know exactly what's included in your prescription."

4. What You Need to Do

"When we give you the prescription, we'll ask you to sign this confirmation form. It's just a way for us to show that we've given you the prescription and that you understand it. You can sign it electronically or on paper."

5. How It Affects Your Prescription

"With this update, there's no change to the actual prescription itself. It's still the same prescription you need. The update just helps us keep everything clear and documented."

6. If You Have Questions

"If you have any questions or need more information about this update, please feel free to ask. We're here to help and make sure you understand everything."

7. Reassurance

"Don't worry – this process is designed to protect your rights and make things easier for you. We're committed to providing you with the best service and ensuring everything is done correctly."

By using this approach, you make sure patients are well-informed about the changes without overwhelming them with technical details.