

Well-trained staff are vital to the success of every practice. The BSM Connection® eLearning Center is a full suite of online continuing education (CE) courses for ophthalmic personnel. Courses are designed in a modular fashion by areas of interest with enhancements and new courses added regularly to equip students in development of the knowledge and skills necessary to thrive in the practice setting. The eLearning Center is included free-of-charge with your annual membership to BSM Connection.

## GENERAL STAFF TRAINING

COURSE TITLE	CREDITS/TIME
<b>Customer Service</b>	
OPH 01-0101 - Telephone Skills Training	1.0 CEP/CPSS
OPH 01-0102 - Advanced Telephone Skills Training	1.0 COE
<b>Staff Development</b>	
OPH 01-0201 - The Five "C"s of Conflict Management	1.0 COE
OPH 01-0202 - Stress Management: Managing Your Energy to Help Reduce Stress	0.5 COE
OPH 01-0203 - A Staff's Guide to Professionalism in the Workplace	1.0 COE
OPH 01-0204 - Basic Principles of Time Management	1.0 COE
OPH 01-0205 - A Guide to Writing Amazingly Good Professional Emails	1.0 COE
OPH 01-0206 - Human Resources Primer for Practices	1.0 CEP/CPSS
OPH 01-0207 - Peer to Peer Relations for Staff Members	2.0 CEP/CPSS
<b>The Ophthalmology Practice</b>	
OPH 01-0301 - Key Success Factors in an Ophthalmology Practice	0.75 CEP/CPSS
OPH 01-0302 - Process of the Patient Exam	1.0 CEP/CPSS
OPH 01-0303 - Overview of the Patient Encounter	1.0 CEP/CPSS
OPH 01-0304 - Scope of the Eye Care Practice	0.5 CEP/CPSS
OPH 01-0305 - Ophthalmic Facilities and Equipment	1.0 CEP/CPSS
OPH 01-0306 - Anatomy of the Eye	0.5 CEP/CPSS

## BUSINESS MANAGEMENT

COURSE TITLE	CREDITS/TIME
<b>Administrative/Practice Management</b>	
OPH 02-0101 - Flow and Efficiency Red Flags	1.0 COE
OPH 02-0102 - Network Basics for Medical Practices	1.0 COE
OPH 02-0103 - Introduction to Network Security for Medical Practices	1.0 COE
<b>Billing and Coding</b>	
OPH 02-0201 - Medicare Billing Basics	0.5 AAPC 1.0 COE
OPH 02-0202 - Introduction to ICD-10	0.5 AAPC 1.0 COE
OPH 02-0203 - Mastering Medicare: A Preliminary Guide	1.0 COE 1.0 JCAHPO

COURSE TITLE	CREDITS/TIME
<b>Business Operations</b>	
OPH 02-0301 - Revenue Cycle Management: Patient Data Collection	0.5 AAPC 1.0 COE
OPH 02-0302 - Revenue Cycle Management: Processing Daily Work – Part 1	0.5 AAPC 1.0 COE
OPH 02-0303 - Revenue Cycle Management: Processing Daily Work – Part 2	0.5 AAPC 1.0 COE
OPH 02-0304 - Revenue Cycle Management: Billing, Accounts Receivable Management, and Reporting	0.5 AAPC 1.0 COE
OPH 02-0305 - Business Insurance Coverage for the Medical Practice	1.0 COE
<b>Financial Management</b>	
OPH 02-0401 - Basics of Medical Practice Finance – Part 1	1.0 COE
OPH 02-0402 - Basics of Medical Practice Finance – Part 2	1.0 COE
OPH 02-0403 - Introduction to the Budget Process	1.0 COE
OPH 02-0404 - Administrator's Guide to Creating a Practice Budget	2.0 COE
OPH 02-0405 - Financial Benchmarking for the Ophthalmology Practice	2.0 COE
OPH 02-0406 - Basics of Accounting – Part 1	1.0 COE
OPH 02-0407 - Basics of Accounting – Part 2	1.0 COE
OPH 02-0408 - Effectively Managing Real Estate Leases – Part 1	1.0 COE
OPH 02-0409 - Effectively Managing Real Estate Leases – Part 2	1.0 COE
<b>Human Resources</b>	
OPH 02-0501 - Selecting a New Employee	1.5 COE
OPH 02-0502 - Job Descriptions and Performance Evaluations	1.5 COE
OPH 02-0503 - Developing a Staff Compensation System for Your Practice	1.0 COE
OPH 02-0504 - Staff Motivation and Incentive Programs	1.0 COE
OPH 02-0505 - From Counseling to Termination: A Step-by-Step Guide	1.0 COE
<b>Management and Team Development</b>	
OPH 02-0601 - Peer to Peer Relations for Administrators ( <i>re-development in progress</i> )	2.0 COE
OPH 02-0602 - Developing High Performance Teams – Part 1	1.0 COE
OPH 02-0603 - Developing High Performance Teams – Part 2	1.0 COE
OPH 02-0604 - "Train the Trainer": Tips and Tools to Increase Training Effectiveness	1.0 COE
OPH 02-0605 - The 8 Steps of Effective Managerial Problem Solving	1.0 COE
<b>Marketing</b>	
OPH 02-0701 - Introduction to Marketing	1.5 COE
OPH 02-0702 - Developing a Marketing Plan	1.0 COE
OPH 02-0703 - Refractive Surgery Patient Counseling	1.0 COE
OPH 02-0704 - Internal Marketing	1.0 COE
OPH 02-0705 - Online Marketing	1.0 COE
OPH 02-0706 - Use of Social Media in Marketing	1.0 COE
OPH 02-0707 - Top Ranking: Search Engine Optimization for Today's Medical Practice	1.0 COE

COURSE TITLE	CREDITS/TIME
<b>Provider Recruitment</b>	
OPH 02-0801 - Compensation Methods for Associate Physicians	2.0 COE
OPH 02-0802 - Physician Recruitment and Contracting	1.5 COE
<b>Technology</b>	
OPH 02-0901 - EHR Implementation: Stages and Strategies for Success	1.0 COE
OPH 02-0902 - Maintaining Electronic Health Records Data	1.0 COE
OPH 02-0903 - Managing Risks with Patient Portals	1.0 COE
<b>CLINICAL</b>	
COURSE TITLE	CREDITS/TIME
<b>Clinical Operations</b>	
OPH 03-0101 - Clinical Flow and Efficiency <i>(updates in progress)</i>	1.0 JCAHPO
<b>Contact Lenses</b>	
OPH 03-0201 - The Technician's Guide to Soft Contact Lens Fitting	1.0 AOC Non-Core 1.0 JCAHPO 1.0 NCLE
<b>Cornea</b>	
OPH 03-0301 - The Role of Diagnostic Testing in Corneal Disease	1.0 JCAHPO
OPH 03-0302 - A Technician's Guide to Keratoconus and Other Corneal Ectatic Disorders	1.0 JCAHPO
<b>Glaucoma</b>	
OPH 03-0401 - Basics of Glaucoma	1.0 JCAHPO
OPH 03-0402 - Educating the Glaucoma Patient	1.0 JCAHPO
OPH 03-0403 - Modern Glaucoma Surgery <b>UPDATED!</b>	1.25 JCAHPO
<b>Ocular/Systemic Diseases</b>	
OPH 03-0501 - Dry Eye Disease	1.0 JCAHPO
OPH 03-0502 - Allergies and Ocular Surface Disease: Knowledge for Providing Optimal Care	1.0 JCAHPO
OPH 03-0503 - Low Vision	1.0 AOC Non-Core 1.0 JCAHPO
OPH 03-0504 - Pediatric Eye Conditions and Diseases <b>UPDATED!</b>	1.5 JCAHPO
OPH 03-0505 - A Technician's Guide to Meibomian Gland Dysfunction	0.75 JCAHPO
<b>Ophthalmic Knowledge</b>	
OPH 03-0601 - The Fine Art of Scribing <i>(updates in progress)</i>	1.0 JCAHPO
OPH 03-0602 - History Taking Drives the Exam <i>(updates in progress)</i>	1.0 JCAHPO
OPH 03-0603 - Triageing Ocular Emergencies <b>UPDATED!</b>	1.0 JCAHPO
OPH 03-0604 - Anatomy and Physiology of the Eye	1.0 JCAHPO 1.0 AAPC 1.0 AOC Core 1.0 OPS
OPH 03-0605 - Nutrition and the Eye <b>UPDATED!</b>	1.0 JCAHPO
OPH 03-0606 - Extraocular Muscles and Motility <b>UPDATED!</b>	2.0 AOC Core 2.0 JCAHPO

COURSE TITLE	CREDITS/TIME
<b>Ophthalmic Knowledge (continued)</b>	
OPH 03-0607 - Dilation: How, Why, and When <i>(updates in progress)</i>	1.0 JCAHPO
OPH 03-0608 - Introduction to Clinical Research in Ophthalmology	1.0 JCAHPO
OPH 03-0609 - Pharmacology and Medication Training for the Ophthalmic Technician	1.0 AOC Core 1.5 JCAHPO 1.0 OPS
OPH 03-0610 - Correction of Presbyopia	1.0 JCAHPO
<b>Ophthalmic Skills/Instruments</b>	
OPH 03-0702 - Introduction to CPT Coding for Technicians	1.0 JCAHPO
OPH 03-0704 - Preparing for the COA Exam	0.5 CEP/CPSS
OPH 03-0705 - Avoiding Errors in Subjective Refractometry	1.0 AOC Core 1.0 JCAHPO
OPH 03-0706 - Elements of the Patient Workup <i>(updates in progress)</i>	1.0 JCAHPO
OPH 03-0707 - The A-Scan: Ultrasound and Optical Biometry <b>UPDATED!</b>	1.0 AOC Non-core 1.0 JCAHPO
OPH 03-0708 - Retinal Diagnostic Testing	1.0 JCAHPO
OPH 03-0709 - The Visual Pathway: Key to Understanding and Performing Visual Fields	1.0 AOC Core 1.0 JCAHPO
OPH 03-0710 - Tonometry in Clinical Practice	1.0 JCAHPO
OPH 03-0711 - A Technician's Guide to Opticianry	1.25 JCAHPO
OPH 03-0712 - A Window into Optical: A Course for Technicians	1.0 AOC Non-core 1.0 JCAHPO
OPH 03-0713 - Optical Coherence Tomography	1.5 AOC Non-core 1.5 JCAHPO 1.5 OPS
OPH 03-0714 - Optical Coherence Tomographic Angiography	1.25 AOC Non-core 1.25 JCAHPO 1.25 OPS
OPH 03-0715 - Fluorescein Angiography	2.0 AOC Non-core 2.00 JCAHPO 2.0 OPS
<b>Refractive and Cataract Surgery</b>	
OPH 03-0801 - Preparing Patients for Cataract Surgery	1.0 JCAHPO
OPH 03-0802 - Introduction to Refractive Surgery	1.25 AOC Non-core 1.25 JCAHPO
OPH 03-0803 - Cataract Surgery and Intraocular Lenses	1.0 JCAHPO
OPH 03-0804 - The Role of a Refractive Surgery Coordinator	1.0 JCAHPO
OPH 03-0805 - Refractive Surgery Overview	1.0 AOC Non-core 1.0 JCAHPO
<b>Retina</b>	
OPH 03-0901 - Diabetes and the Eye	1.0 JCAHPO
OPH 03-0902 - Medical and Surgical Treatment of Retinal Diseases	1.0 JCAHPO
OPH 03-0903 - Ins and Outs of Intravitreal Injections: What's the Consensus Protocol <b>UPDATED!</b>	1.0 JCAHPO

## COURSE TITLE

## CREDITS/TIME

### Surgery: General

OPH 03-1001 - Sterilization of Surgical Ophthalmic Instruments and Equipment <i>UPDATED!</i>	1.0 JCAHPO
OPH 03-1002 - Infection Prevention and Sterile Technique in Ophthalmic Surgery <i>UPDATED!</i>	1.0 JCAHPO
OPH 03-1003 - Ophthalmic Plastic Surgery: Functional Oculoplastics	1.0 AAPC 1.0 JCAHPO

## REGULATORY AND COMPLIANCE

## COURSE TITLE

## CREDITS/TIME

### Compliance Training

OPH 04-0101 - A Guide to HIPAA and Patient Confidentiality	0.5 AAPC 1.0 OPS 1.0 hour
OPH 04-0102 - Active Shooter: The Need for an Emergency Action Plan	1.0 hour
OPH 04-0103 - MIPS: Plotting Your Reimbursement Course	0.5 hour
OPH 04-0104 - Compliance as Preventative Medicine: How to Implement a Practice-specific Plan	1.0 hour
OPH 04-0105 - Fraud, Waste, and Abuse in the Physician Practice: Training for Employees	1.0 hours
OPH 04-0106 - Cultural Diversity and Competency Considerations for Health Care	0.5 hours
OPH 04-0107 - Harassment Training: It's More Than the #MeToo Movement	0.5 hours
OPH 04-0108 - OSHA: Bloodborne Pathogens and Hazard Communication Training for the Medical Office	0.5 AAPC 2.0 OPS 2.0 hours

## OPTICAL

## COURSE TITLE

## CREDITS/TIME

### Optical Operations

OPH 05-0101 - Optical Dispensary	1.0 hour
OPH 05-0102 - Enhance Your Capture Rate: Staff Training	0.5 hours
OPH 05-0103 - Managing Your Inventory Investment	0.5 hours
OPH 05-0104 - Benchmarking the Ophthalmic Dispensary <i>(updates in progress)</i>	1.0 ABO
OPH 05-0105 - Medicare Compliance for the Participating Optical Dispensary <i>(updates in progress)</i>	2.0 ABO
OPH 05-0106 - Implementing an Effective Inventory Management Plan <i>(updates in progress)</i>	1.0 ABO
OPH 05-0107 - Elevating Your Sales Approach	0.5 hours
OPH 05-0108 - Optical Operations: The Administrator's Tool Kit	1.0 COE
OPH 05-0109 - Assessing Cost of Goods Sold	0.5 hours
OPH 05-0110 - Anatomy of an Eye Examination <i>(updates in progress)</i>	1.0 ABO
OPH 05-0111 - A High Performance Guide to Being an Effective Optical Manager	1.0 ABO
OPH 05-0112 - Optician Training Series – Part 1: Basic Optical Overview <i>UPDATED!</i>	1.0 CEP/CPSS
OPH 05-0113 - Optician Training Series – Part 2: Intermediate Optics <i>UPDATED!</i>	2.0 CEP/CPSS
OPH 05-0114 - Optician Training Series – Part 3: Advanced Optics <i>UPDATED!</i>	2.0 CEP/CPSS
OPH 05-0115 - Optician Training Series – Part 4: A Guide to Frames	2.0 ABO

COURSE TITLE	CREDITS/TIME
<b>Optical Operations</b> <i>(continued)</i>	
OPH 05-0116 - Step-by-Step Guide to Contact Lens Dispensing	1.0 NCLE
OPH 05-0117 - Optical Sales: The Professional Approach	1.0 ABO
OPH 05-0118 - Progressive Lenses: The Benefits of WAVE Technology <i>(updates in progress)</i>	1.0 ABO
OPH 05-0119 - Optics of Free-Form Lenses	1.0 ABO
OPH 05-0120 - Prism-Thinning: Progressive Lenses <i>(updates in progress)</i>	1.0 ABO
OPH 05-0121 - AR Lenses in the 21st Century	1.0 ABO

.....➤ Do you have questions on how to implement a **comprehensive eLearning program** in your practice? Contact our Customer Relations Specialists at **866-220-3184** or **[www.bsmconsulting.com/contact](http://www.bsmconsulting.com/contact)** for additional information.