Certified Paraoptometric Technician Examinations – CPOT

Outline
This outline will provide you with information on the content of the Certified Paraoptometric Technician (CPOT) written examination. The following outline includes a brief explanation of the expanded areas to be tested, in addition to areas inclusive of the CPO and CPOA outlines. You should be familiar with all the terms, meanings and uses, and with the instrumentation needed for data gathering or testing procedures. All 225 questions (as well as additional pre-test questions) on the examination are of the objective, multiple choice types. Passing score is determined by the CPC, following examination equating conducted by Professional Testing Corporation’s psychometricians.

CPOT Written Examination

I. Pre-Testing Procedures (23%)

A. Take case histories
   1. Chief complaint
      a. History of present illness
      b. Pain level
   2. Ocular history of patient and family
   3. Pertinent medical history of patient and family
   4. Current medications – prescription and supplements
   5. Allergies – medication and environmental
   6. Height/Weight/BMI
   7. Social – tobacco/alcohol/substance use
   8. Nutritional status
   9. Sleep history
   10. Work/School duties
   11. Hobbies/How patient uses their vision

B. Prepare patient charts

C. Review patient records for presence of required information
   1. Required documentation for insurance contracts?
   2. Add the prepare charts here? This could mean updating history/surgeries/meds etc.?

D. Perform testing
   1. Visual acuity testing
      a. Types of acuity charts
         i. Snellen
         ii. Allen figures
         iii. Tumbling E’s
      b. Alternative assessment of visual acuity
         i. Counting fingers
         ii. Hand motion
         iii. Light perception
iv. No light perception  
c. Understand pinhole acuity testing – how is it done and why it is useful

2. Stereoacuity testing  
a. Understand suppression check  
b. Understand most common types  
   i. Randot  
   ii. Stereofly

3. Blood pressure measurement (manual or automated)  
a. Understand ranges for normal, elevated, and high blood pressure levels  
b. Know correct way to position patient to take blood pressure  
c. [https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressure-readings](https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressure-readings)

4. Keratometry  
a. Automated  
b. Manual

5. Color vision assessment  
a. Understand most common test types  
   i. Pseudoisochromatic  
      a. Ishihara  
      b. PIP Colorblind Test  
   ii. D-15  
b. Understand most common types of color deficit  
   i. Genetic  
      a. Red/Green  
      b. Blue/Yellow  
   ii. Acquired - understand difference between Genetic/Congenital/Acquired?

6. Ocular motility testing  
a. Understand actions of extraocular muscles  
b. Assess extraocular muscle movements  
c. Test pursuits and saccades  
d. Identify and record abnormalities/restrictions  
e. Understand common causes of restriction  
   i. Cranial nerve palsies  
      a. III Oculomotor  
      b. IV Trochlear  
      c. VI Abducens  
   f. Be able to recognize nystagmus

E. Administer, record, and transmit prescribed medications  
1. E-prescribe  
2. Dispense prescribed samples  
3. Transmit authorized refill requests

F. Educate patients on proper lid hygiene
II. Clinical Procedures (27%)

A. Maintain examination rooms
   1. Clean
   2. Sanitize
   3. Stock
   4. Organize

B. Maintain ophthalmic equipment
   1. Sanitize
   2. Calibrate
   3. Change bulbs and batteries

C. Process new medication prescriptions or refills, or E-prescribe

D. Provide proper instructions for prescribed medications and compliance
   1. Drop/ointment instillation technique
   2. Review dosing, duration of treatment
   3. Importance of adherence to treatment

E. Perform clinical procedures
   1. Chair-side scribing
      a. Record exam findings as dictated by doctor
   2. Slit lamp examination
      a. Understand parts of slit lamp and their function
      b. Patient education
      c. Use slit lamp to evaluate anterior segment structures
         i. Lids and lashes
         ii. Conjunctiva
         iii. Cornea
         iv. Iris and pupil
         v. Angle evaluation
            1. Understand principles of gonioscopy
   3. Manual keratometry
      a. Patient education
      b. Obtain keratometry measurements
      c. Understand how to expand keratometer range for very steep corneas
      d. Describe mires
      e. Identify irregular astigmatism
   4. Testing for ocular surface disease
      a. Patient education
      b. SPEED symptom questionnaire
      c. Tear breakup time
      d. Vital dye staining
         i. Fluorescein
         ii. Lissamine green
         iii. Rose bengal
      e. Tear volume (Schirmer’s)
      f. Tear osmolarity (TearLab)
      g. Tear inflammation (Inflammadry)
      h. Meibography
         i. Meibomian gland evaluator/expression
   5. Diagnostic visual field testing
      a. Confrontations
i. Patient education
ii. Know proper test distance from patient
iii. Understand how to perform
iv. Properly record restrictions
b. Automated
   i. 30-2
   ii. 24-2
   iii. 10-2
iv. Threshold vs. SITA Fast
v. Frequency Doubling Technology (FDT)
6. Aberrometry
7. Refraction (manual)
   a. Understand types of refraction
      i. Undilated
      ii. Cycloplegic
      iii. Autorefraction
      iv. Retinoscopy
   b. Perform and record refraction
   c. Calculate spherical equivalent
   d. Accommodative control via fogging
   e. Red-Green sphere check
   f. Jackson cross cylinder
   g. Binocular balance
      i. Red green
      ii. Dissociated
   h. Von Graefe phorias
   i. Vergence ranges
   j. Binocular cross cylinder
   k. Negative relative accommodation
   l. Positive Relative Accommodation
   m. Determination of add power
   n. Record findings
8. Contrast sensitivity tests
   a. Patient education
   b. Understand purpose of test
   c. Perform testing
   d. Record results
9. Anterior segment photography
   a. Tear film
   b. Cornea
   c. Anterior chamber
   d. Iris
10. Fundus photography
    a. Posterior pole (optic nerve, macula)
    b. Wide-field (Optomap)
11. Low vision testing
    a. Understand definition of low vision
    b. Understand how low vision affects patients’ activities of daily living
    c. Specialized visual acuity testing for patients with low vision
d. Demonstrate and train patients to use low vision devices
   i. Hand and stand magnifiers
   ii. Telescopes
   iii. Electronic devices

12. Pachymetry
   a. Patient education
   b. Manual pachymeter
   c. Anterior segment OCT

13. Goldmann tonometry

14. Corneal topography

15. Specular microscopy

16. Scanning computerized ophthalmic testing (OCT)
   a. Optic nerve
   b. Macula
   c. Anterior segment (angles and pachymetry)

17. Electoretinogram and Visual Evoked Potential (Diopsys)

18. Ancillary testing testing
   a. A-scan
   b. B-scan
   c. Glare testing (Brightness Acuity Tester (BAT))
   d. Electrooculograom (EOG)

19. Macular Pigment Optical Density (MPOD)

20. Sports vision testing

21. Vision therapy testing
   a. Understand conditions that are typically treated with vision therapy
      i. Convergence insufficiency
      ii. Accommodative disorders
      iii. Oculomotor disorders
      iv. Other disorders of fusional vergence
      v. Stramisbus
   b. Testing for above conditions
      i. Near point of convergence (NPC)
      ii. Near Point of Accommodation (NPA)
      iii. Negative Relative Accommodation (NRA)
      iv. Positive Relative Accommodation (PRA)
      v. Binocular Crossed Cylinder (BCC)
      vi. Accommodative facility
      vii. Fusional vergences
      viii. Worth 4 Dot test

F. Clean and polish prosthetic

G. Assist with performing surgical tasks
   1. Pre and post op
      i. Safety/Aseptic techniques
      ii. Instrument preparation
      iii. Patient preparation
      iv. Patient education
   2. Lacrimial irrigation
      i. Set-up
ii. Clean, disinfect, and sterilize
3. Foreign body & rust ring removal
   i. Set-up
   ii. Clean, disinfect, and sterilize
4. Lacrimal irrigation
   i. Set-up
   ii. Clean, disinfect, and sterilize
5. Recording procedure details in patient record

H. Calculate spherical equivalent
I. Understand use of lasers
   1. Posterior capsulotomy (PC)
   2. Peripheral iridotomy (PI)
   3. Selective laser trabeculoplasty (SLT)
   4.
J. Recognize signs of traumatic brain injuries
   1. Understand traumatic brain injury and how it affects the visual system
   2. Understand most common symptoms of traumatic brain injury
   3. Understand most common testing abnormalities (saccades)

III. Ophthalmic Optics and Dispensing (13%)

A. Order eyewear
B. Order and maintain frame display area/inventory
C. Fabricate eyewear
D. Educate and assist patient in selecting eyewear
   1. Understand principles of frame selection based on style, shape, type of spectacle prescription
   2. Understand different types of lens materials (polycarbonate, plastic, etc.)
   3. Understand lens features such as anti-reflective coatings, adaptive lenses, blue light protection
E. Measure segment heights
   1. Progressive, Bifocal, Trifocal
      a. Understand the types of multifocal and where “ideal” measurement is for each type
      b. Adult vs. children’s measurements
F. Dispense/adjust/repair eyewear
G. Use digital dispensing technology for as worn measurements
H. Transpose prescriptions
I. Write/copy prescriptions
J. Perform lensometry (manual, automated)
   1. Manual
   2. Automated
   3. Single vision, Progressive, Bifocal, Trifocal
   4. Prescribed prism
   5. Be able to expand prismatic range of lensometer when needed
K. Perform interpupillary distance measurement
   1. Distance
   2. Intermediate
   3. Near
L. Edge lenses
   1. Understand how lens edging is performed
   2. Available edge modification
   3. Hand edging lenses in lab
M. Tint lenses
   a. Ventilation
   b. Chemical SDS
N. Troubleshoot problems with eyewear
   1. Ask appropriate questions to discover root issue
      a. Understand the fitting triangle: How they feel on the nose, ears, temples
      b. Blurred or distorted vision
      c. What improves vision (tilting or turning head a certain way)
      d. Use trial lenses
   2. Understand common reasons for non-adaptation to eyewear
      a. Frame fit
      b. Induced prism
      c. Lens material
      d. Lens design (progressive, digital)
      e. Base curve
      f. Warpage
O. Measure base curve using lens clock

IV. Contact Lenses (11%)
   A. Maintain/order/inventory contact lenses
      1. Trials/diagnostic lenses
      2. Lens supplies for sale
   B. Educate patients concerning contact lens options and fees
      1. Understand types of available contact lenses
         a. Soft
            i. Daily disposable
            ii. Frequent replacement (2-week, 3-month, extended wear)
            iii. Daytime vs overnight wear
            iv. Toric
            v. Multifocal
               1. For presbyopia
               2. For myopia management
            vi. Combined toric/multifocal
         b. Gas permeable
            i. Single vision
            ii. Toric and bitoric
            iii. Bitoric and multifocal
            iv. Ortho K
               1. Vision correction
               2. Myopia management
         c. Hybrid
         d. Scleral
            i. Single vision
            ii. Multifocal
   2. Provide fees for fitting/evaluation services and supplies of all the above
   C. Teach patient insertion and removal of contact lenses
      1. Soft
2. Gas permeable
3. Hybrid
4. Scleral

D. Select proper care system for contact lenses (soft, gas permeable)
1. Soft lenses
   a. Multipurpose
   b. Peroxide-based
2. Gas permeable and scleral lenses
   a. Cleaning and Conditioning
   b. Multipurpose
   c. Peroxide-based
   d. Safe for HydraPEG?

E. Use slit lamp to evaluate contact lens fit
   a. Soft lenses
      i. Diameter
      ii. Movement
      iii. Centration
      iv. Toric orientation
   b. Gas permeable lenses
      i. Use of Fluorescein
      ii. Diameter
      iii. Centration
      iv. Movement

F. Perform contact lens fitting (e.g., soft, gas permeable, hybrid, scleral, etc.)
1. Soft
   i. Diameter
   ii. Movement
   iii. Centration
   iv. Toric orientation
2. Gas Permeable
   i. Use of Fluorescein
   ii. Diameter
   iii. Centration
   iv. Movement
3. Hybrid
4. Scleral

G. Educate patients on contact lens care and handling
1. Informed consent
2. Hygiene
3. Wearing time
4. Replacement schedule
5. Cleaning/disinfection
6. Symptoms requiring removal of lenses
7. Follow up appointments
8. Insertion and removal techniques
9. Techniques to remove a dislodged lens

H. Troubleshoot contact lens problems
1. Vision
2. Comfort
3. Redness
4. Movement
I. Perform progress checks on contact lens patients
J. Clean and polish gas permeable lenses
K. Verify contact lens diameter, thickness, and power
L. Measure base curve using radiuscope

V. Professional Issues (26%)

A. Office Operations
   1. Maintain a neat, orderly, up-to-date office
   2. Welcome/greet arriving patients
      i. Check-in procedures
         a. Collect/update demographics
         b. Identification
         c. Insurance/Vision Plan cards
   3. Direct patient flow to proper department
      i. Optical dispensary
      ii. Pretesting
      iii. Special testing
   4. Perform telephone triage and proper protocols
      i. Determine patient needs
         a. Emergency visit
         b. Non-urgent visit
         c. Routine exam
   5. Document patient telephone calls and take messages
      i. Patients
      ii. Other healthcare providers
      iii. Vendors/sales representatives
      iv. Take and deliver messages to appropriate parties
      v. Record details in electronic health record when warranted
   6. Manage patient appointments
      i. Schedule
      ii. Reminders
      iii. Confirmations
   7. Maintain recall systems
   8. Maintain filing systems
   9. Use computer for patient registration
      i. Demographics
      ii. Insurance information
   10. Present fee and payment policies
      i. Verify benefits online when available
      ii. Insurance coverage vs out-of-pocket expense
      iii. Vision plan vs medical insurance

B. Business
   1. Coordinate patient correspondence
   2. Maintain accounts receivable/payable
   3. Assist in publication of office newsletter
   4. Assist in use of social media
   5. Assist in website development and maintenance
6. Maintain and update policy and procedure manuals
7. Handle employee payrolls
   1. Track vacation time/paid time off
   2. Compile hours worked
8. Manage employee schedules
   1. Office hours
   2. Staff meetings
9. Implement new software
10. Coordinate external advertising
    1. Print ads
    2. Online ads
    3. Social media
11. Prepare internal reports
    1. Daily transactions
    2. Production
    3. Inventory
12. Meet with vendors and sales representatives
C. Practice Management
    1. Use computer for billing/accounting
    2. Maintain diagnostic listings and fee schedule
    3. Perform routine medical coding
    4. Verify accuracy of procedure and medical coding
    5. Provide patient education regarding diagnoses and ophthalmic surgery
    6. Resolve patient complaints and concerns
    7. File insurance claims
    8. Implement and maintain Meaningful Use (MACRA/MIPS) and PQRS
    9. Hire/terminate employees
    10. Supervise personnel
    11. Plan and lead staff meetings
    12. Organize in-house educational offerings
    13. Train personnel
        a. New staff members
        b. New ophthalmic equipment
        c. New computer software
    14. Purchase ophthalmic examination equipment and supplies
    15. Coordinate/maintain credentialing within the office
    16. Contact insurance companies regarding participation
    17. Take office supply inventory
    18. Maintain inventory of diagnostic/therapeutic medications
    19. Comply with federal regulations (e.g., HIPAA, OSHA, etc.)
    20. Perform CPR in case of emergency
CPOT Clinical Examination

Outline
This outline will provide you with information on the content of the Certified Paraoptometric Technician (CPOT) clinical examination. The following outline includes a brief explanation of the expanded areas to be tested, in addition to areas inclusive of the CPO, CPOA, and CPOT written examination outlines. You should be familiar with all the terms, meanings and uses, and with the operation of instrumentation needed for data gathering or testing procedures. All 100 questions (as well as additional pre-test questions) on the examination are of the objective, multiple-choice type. Passing score is determined by the CPC, following examination equating conducted by Professional Testing Corporation’s psychometricians.

I. Pre-Testing Procedures (45%)

A. Take case histories
   1. Chief complaint
      a. History of present illness
      b. Pain level
   2. Ocular history of patient and family
   3. Pertinent medical history of patient and family
   4. Current medications – prescription and supplements
   5. Allergies – medication and environmental
   6. Height/Weight/BMI
   7. Social – tobacco/alcohol/substance abuse
   8. Nutritional status
   9. Sleep history
   10. Work/School duties
   11. Hobbies/How patient uses their vision

B. Prepare patient charts

C. Provide proper instruction for prescribed medications and compliance
   1. Drop/ointment instillation technique
   2. Review dosing, duration of treatment
   3. Importance of adherence to treatment

D. Administer and record eye drops

E. Administer and record diagnostic/therapeutic medications
   1. Understand purpose of diagnostic eye drops
      a. Mydriatics
      b. Cycloplegics
   2. Understand types of prescribed drops and potential side effects
      a. Glaucoma
      b. Anti-infective
         i. Antibiotics
         ii. Antivirals
      c. Allergy
      d. Steroids
      e. NSAIDS
3. Understand medications for emergency use such as closed angle
   a. Topical
   b. Oral
4. Instill drops and properly record use in patient record

F. Perform and document
   1. Aseptic and infection control techniques
      a. Handwashing
      b. Cleaning
      c. Disinfection
      d. Sterilizing equipment that comes into contact with patient
   2. Visual acuity testing
      a. Types of acuity charts
         i. Snellen
         ii. Allen figures
         iii. Tumbling E’s
      b. Alternate assessment of visual acuity
         i. Counting fingers
         ii. Hand motion
         iii. Light perception
         iv. No light perception
      c. Understand pinhole acuity testing – how it is done and why it is useful
   3. Stereoacuity testing
      a. Understand suppression check
      b. Understand most common types
         i. Randot
         ii. Stereofly
   4. Blood pressure measurement (manual or automated)
      a. Understand ranges for normal, elevated, and high blood pressure levels
      b. Know correct way to position patient to take blood pressure
      c. https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressure-readings
   5. Automated or manual keratometry Manual K is in section below.
   6. Color vision assessment
      a. Understand most common test types
         i. Pseudoisochromatic
            a. Ishihara A type of pseudoisochromatic
            b. Are there others?
         ii. D-15
      b. Understand most common types of color deficit
         i. Genetic
            a. Red/Green
            b. Blue/Yellow
         ii. Acquired
   7. Ocular motility testing (pursuits and saccades)
      a. Understand actions of extraocular muscles
      b. Assess extraocular muscle movements
      c. Test pursuits and saccades
d. Identify and record abnormalities/restrictions

e. Understand common causes of restriction
   i. Cranial nerve palsies
      a. III Oculomotor
      b. IV Trochlear
      c. VI Abducens

f. Be able to recognize nystagmus

8. Tonometry
   a. Noncontact tonometer
   b. Applanation
      i. Goldmann
      ii. iCare
      iii. Tonopen

9. Screening visual field testing
   a. Confrontations
   b. Frequency doubling technology

10. Automated refraction

11. Cover test
   a. Cover technique
   b. Cover-uncover technique
   c. Identify heterophorias vs. heterotropias
      i. Esophoria
      ii. Esotropia
      iii. Exophoria
      iv. Exotropia
      v. Hypertropia

d. Identify latent nystagmus

e. Accurately record findings

12. Pupillary response testing
   a. Size in bright and dim lighting
   b. Shape
   c. Direct and consensual response
   d. Constriction with accommodation & convergence
   e. Evaluate for afferent pupillary defect

13. Amsler grid
   a. Understand what conditions necessitate testing
   b. Perform test and accurately record results
   c. Explain to patient how to perform test at home

II. Special Procedures (22%)

A. Administer, record, and transmit prescribed medications
   a. E-prescribe
   b. Dispense prescribed samples
   c. Transmit authorized refill requests

B. Maintain ophthalmic equipment
   a. Clean
b. Sanitize
c. Calibrate
d. Change bulbs and batteries

C. Perform

1. Slit lamp examination
   a. Understand parts of slit lamp and their function
   b. Patient education
   c. Use slit lamp to evaluate anterior segment structures
      1. Lids and lashes
      2. Conjunctiva
      3. Cornea
      4. Iris and pupil
      5. Angle evaluation
         a. Understand principles of gonioscopy

2. Testing for ocular surface disease
   a. Patient education
   b. SPEED symptom questionnaire
   c. Tear breakup time
   d. Vital dye staining
      i. Fluorescein
      ii. Lissamine green
      iii. Rose Bengal
   e. Tear volume (Schirmer’s)

3. Manual keratometry
   a. Patient education
   b. Obtain keratometry measurements
   c. Understand how to expand keratometer range for very steep corneas
   d. Describe mires
   e. Identify irregular astigmatism

4. Goldmann tonometry (above)

5. Aberrometry

6. Pachymetry

7. Anterior segment photography
   a. Tear film
   b. Cornea
   c. Anterior chamber
   d. Iris

8. Fundus photography

9. Low vision
   a. Understand definition of low vision
   b. Understand how low vision affects patients’ activities of daily living
   c. Specialized visual acuity testing for patients with low vision
   d. Demonstrate and train patients to use low vision devices
      i. Hand and stand magnifiers
      ii. Telescopes
   e. Electronic devices

10. Contrast sensitivity tests

11. Automated visual field testing
a. 30-2  
b. 24-2  
c. 10-2  
d. Threshold vs. SITA Fast  
e. Frequency Doubling Technology (FDT)

III. Optical Dispensing Techniques and Recording (18%)

A. Order eyewear
B. Educate and assist patient in selecting eyewear
   1. Understand principles of frame selection based on style, shape, type of spectacle prescription  
   2. Understand different types of lens materials (polycarbonate, plastic, etc.)  
   3. Understand lens features such as anti-reflective coatings, adaptive lenses, blue light protection
C. Perform interpupillary distance measurement  
   1. Distance  
   2. Intermediate  
   3. Near
D. Measure segment heights  
   1. Progressive, Bifocal, Trifocal  
      a. Understand the types of multifocal and where “ideal” measurement is for each type  
      b. Adult vs. children’s measurements
E. Dispense/adjust/repair eyewear  
F. Use digital dispensing technology for as worn measurements
G. Perform lensometry (manual, automated)  
   1. Manual  
   2. Automated  
   3. Single vision, Progressive, Bifocal, Trifocal  
   4. Prescribed prism  
   5. Be able to expand prismatic range of lensometer when needed
H. Troubleshoot problems with eyewear  
   1. Ask appropriate questions to discover root issue  
      a. Understand the fitting triangle: How they feel on the nose, ears, temples  
      b. Blurred or distorted vision  
      c. What improves vision (tilting or turning head a certain way)  
   2. Understand common reasons for non-adaptation to eyewear  
      a. Frame fit  
      b. Induced prism  
      c. Lens material  
      d. Lens design (progressive, digital)  
      e. Base curve  
      f. Warpage
I. Measure base curve using lens clock  
J. Perform Goldmann tonometry (listed above)
IV. Contact Lenses (15%)

A. Insert/remove contact lenses (e.g., soft, gas permeable, hybrid, scleral, etc.)
   1. Soft
   2. Gas permeable
   3. Hybrid
   4. Scleral

B. Perform contact lens fitting (e.g., soft, gas permeable, hybrid, scleral, etc.)
   1. Soft
      i. Diameter
      ii. Movement
      iii. Centration
      iv. Toric orientation
   2. Gas Permeable
      i. Use of Fluorescein
      ii. Diameter
      iii. Centration
      iv. Movement
   3. Hybrid
   4. Scleral

C. Educate patients on contact lens care and handling
   1. Informed consent
   2. Hygiene
   3. Wearing time
   4. Replacement schedule
   5. Cleaning/disinfection
   6. Symptoms requiring removal of lenses
   7. Follow up appointments
   8. Insertion and removal techniques
   9. Techniques to remove a dislodged lens

D. Trouble shoot contact lens problems
   1. Vision
   2. Comfort
   3. Redness
   4. Movement

E. Perform progress checks on contact lens patients

F. Clean and polish gas permeable lenses

G. Verify contact lens diameter, thickness, and power

H. Measure base curve using radiuscope

Knowledge Areas & Skills for CPOT Written and Clinical

✓ Anatomy and Physiology of the Eye
   a. Orbit
   b. Extraocular muscles
   c. Lids
   d. Lacrimal system
e. Conjunctiva & Sclera
f. Cornea
g. Anterior chamber and angle structures
h. Uvea
   i. Iris
i. Lens
j. Vitreous
k. Retina
l. Optic nerve
m. Macula
n. Visual pathway
✓ Refractive Status of the Eye and Binocularity
   a. Refractive conditions
      i. Hyperopia
      ii. Myopia
         1. High myopia
         2. Myopia management
      iii. Astigmatism
      iv. Presbyopia
   b. Amblyopia
   c. Strabismus
   d. Nystagmus
e. Accommodative disorders
   f. Binocular vision disorders
✓ Medical Terminology
   a. Prefixes
   b. Suffixes
   c. Root words
   d. Directional
   e. Abbreviations
✓ Human Resource Management
✓ Conflict Resolution Skills
✓ Diversity Management
✓ Communication Skills (including interpersonal skills, multilingual skills, and writing skills)
✓ Leadership Skills
✓ Management Skills
✓ Stress Management
✓ Accounting
✓ Marketing
✓ Computer Skills
   a. Website development
   b. Social media
✓ Time Management Skills
✓ Website Development Skills
✓ Labor Relations and Law
✓ Professionalism
   a. Healthcare/workplace ethics
   b. Patient rights/staff rights
Optics
  a. Correction of refractive errors
  b. Elements of an ophthalmic prescription
  c. Types of lenses
  d. Measurements
  e. Frame fitting
Basic Mathematics and Algebra
Instrumentation (including use and purpose of various testing instruments)