

A.B.O. Courses

Diane F. Drake, LDO, ABOM, FCLSA



With over 30 years in the Optical business, Diane Drake was president and owner of ALL ABOUT EYES VISION CENTER in Griffin, Georgia for 19 years. A licensed optician in Georgia, she is Chair of the Georgia Board of Dispensing Opticians. Diane is Advanced Certified by both the American Board of Opticianry and the National Contact Lens Examiners and also holds the Masters in Ophthalmic Optics Certification by the ABO. She is a Fellow of the Contact Lens Society of America and Fellow of the National Academy of Opticianry. She is a currently serves on the Board of Directors for the National Academy of Opticianry, and is a Commissioner on the Commission on Opticianry Accreditation. She is a Past President of the Opticians Association of Georgia and the SouthEastern Opticians Conference (SECO). She is a graduate of the

OAA Refractometry program. Diane was selected the Optician of the year for Georgia and was honored with the prestigious Beverly Myers Achievement award by the National Academy of Opticianry. She was honored as the outstanding optician in the Southeast, receiving the Galen B. Kilburn award. Mrs. Drake also received the annual Eric Muth award for outstanding achievement in technical writing and the pursuit of excellence in ophthalmic optics. Honored by Vision Monday as being one of the 50 most influential women in optical, she also received the Dan Gosnell award by the SouthEastern Opticians Conference for outstanding optician. She co-authored (along with COA Executive Director, Skip Rivard) the Commission on Opticianry Accreditation Evaluators' Workshop. A regular contributing writer for Vision Care Product News, Diane has authored numerous articles for other publications as well. Commissioned by the American Board of Opticianry, she co-authored the Advanced Certification Exam Book and Review Course for the National Academy of Opticianry.

Mrs. Drake is generously sponsored by



Cutting Edge Sun Lens Technology

8:00 - 9:00

1 Credit

It's not enough to simply ask if your patients want sunglasses. Everyone needs eye protection in the sun. This course will present the technology of sun lens protection and how it will benefit your patient. Knowing the proper combination of lenses and materials and enhancements helps the ECP to make proper recommendations to maximize their patient's vision in the sun.

Mirrors, Magnifiers and Telescopes

9:00 - 10:00

1 Credit

This course will present an overview of mirrors, magnifiers, and telescopes and where they fit into the optical practice, improving your patients' vision. The presentation will begin with information regarding mirrors and the different types. It will continue with information regarding magnification and magnifiers, and conclude with optical telescopes and when they can be used to improve your patient's vision.

Customer Service 101— When that's not Enough

10:10 - 11:10

1 Credit

Sometimes it SEEMS that even though you try to "bend over backwards", it's not enough to satisfy some people. Is it perception or reality? This course will present concepts of what customer service is really all about and how to make it "over the top, customer service". Communication skills will be presented to demonstrate diffusing negative situations and turning them from bad experiences to great experiences.

Optical Triage for the Optical Practice

11:10 - 12:10

1 Credit

Sometimes the only communication that an optical practice has with emergencies is the telephone. Sometimes a person walks in with an obvious emergency, and sometimes the chief complaint is not as clearly stated as we would like. Knowing when an emergency exists and how to handle it is important in the overall ocular outcome for the patient, and is sometimes critical in dealing with liability for the optical practice. This course will discuss some of the emergencies that we encounter and how to handle them, and when to refer them. Some of the problems may be contact lens related, and some may not. Discussions will include how to handle "telephone triage", as well as how to identify signs and symptoms of some ocular emergencies. Communication will be emphasized.

Unequal Refractive Errors and the Effects on Vision

1:30 - 3:30

1 Credit

Patients want to know what their glasses will look like and we spend time discussing that with them. But...how will they see with their glasses? That's an even more important question. Unequal refractive errors not only have an effect on how glasses will look, but how a person sees or even "IF" they see WELL. This course will present answers to these questions presenting both spectacle and contact lens options in the discussion.

Understanding the Need for Task Specific Eyewear

3:30 - 4:30

1 Credit

This course will present information related to the ophthalmic prescription and how this information can be used to maximize the visual performance of your patients. Understanding how to identify specific visual tasks in order to make the proper recommendations will be stressed.