ROCHESTER OPTICAL

Go to *Rochesteroptical.com/IHS*

Indian Health Service

Rochester Optical is a proud supporter of the Indian Health Service, and is excited to continue to serve with a variety of great products and services.

Please use the following buttons below to access the portals for ordering and payment. If you have any questions or concerns, please contact our Customer Service department at (800) 820-6616.

| IHS LabLink | Pay with Paypal |

LabLink Login

Login

Login
Language: en-US

| Username* | 451-0 # # |

Enter the User Name and Password provided by Rochester Optical for your location.

| Password* | # # # # |

☑ Remember_me

Check the "Remember Me" box

Login

IMPORTANT:

♦ A single LabLink Username and Password is provided for each location

♦ The Username is NOT the same as the location Account Number

♦ Orders should only be submitted AFTER payment is received from patient (Money Order or Credit Card)

Below is an image of the entire IHS LabLink Order Entry Tab.
⇒ Required fields are green
⇒ Optional fields are white
⇒ Use Tab or Mouse to move from field to field

1 | Logout

Language: en-US

Order Entry | Order History | Job Status | Lens Lookup

Successfully logged in.

[Reset]

Patient

| Last Name | | First Name | |
| Patient Payment Amount | | | |

Frame Data

[Clear] Edged Lab Supply ▼

UPC	Choose... ▼	Model	Choose... ▼
Vendor	Choose... ▼	Color	Choose... ▼
Frame Eye	Choose... ▼	Frame Bridge	Choose... ▼

Eye	Bridge	Temple	A	B	ED	DBL	Circ
##	##	###	##.#	##.#	##.#	##.#	###.#

Frame Mounting Choose... ▼

Rx Data

Single Vision ▼ ○ Reading ● Distance Pair Dispense ▼

	Sphere	Cylinder	Axis	Add		Far PD	Near PD
					Binocular PD	##.#	
Right	+0.00	+##.##			Right Mono	##.#	
Left	+0.00	+##.##			Left Mono	##.#	

	Seg Height	OC from Bottom
Right		##.#
Left		##.#

	Prism	Dir	Angle	Prism2	Dir
Right	##.##				
Left	##.##				

Lens Data

[Clear]

	Style	Material	Color
Both	Choose... ▼	Choose... ▼	Choose... ▼
Coating	Choose... ▼		
Tinting	Choose... ▼		
AR	Choose... ▼		
Patient Payment Type	Choose... ▼	Choose... ▼	Choose... ▼

Instructions

[Submit] [Pending] [Reset]

Patient Name:

⇒ Patient information MUST include at least the Last Name.
⇒ First Name is optional. Space can be used for a Patient ID # or a Tray #.

Patient		
Last Name		First Name
Patient Payment Amount		

Patient Payment Amount:

⇒ Enter the amount the patient paid toward this job.
⇒ Do NOT use $. i.e. a $25.00 payment would be entered as 25.00.
⇒ Enter "0.00" if job is Fully Covered

Edged Lab Supply: (Frame supplied by Rochester Optical)

⇒ Tab to MODEL first and type in frame name.
⇒ Tab to Color and choose correct option, press Tab. Dimension fields swill fill in automatically.
⇒ If fields do not fill in, refer to Frame List by SKU/UPC Code and select correct SKU/UPC code in the UPC box. Press Tab to fill in all boxes. (Another option is to press Clear and type in SKU/UPC code)

Frame Data

Clear	Edged Lab Supply						
	Edged Frame to Come						
UPC	Choose...			Model	Choose...		
Vendor	Choose...			Color	Choose...		
Frame Eye	Choose...			Frame Bridge	Choose...		

Eye	Bridge	Temple	A	B	ED	DBL	Circ
##	##	###	##.#	##.#	##.#	##.#	###.#

Frame Mounting	Choose...

Edged Frame-to-Come: (Frame supplied by IHS Location)

⇒ Tab to MODEL first and manually type in frame name.
⇒ Tab to Color and manually type in a color.
⇒ Tab to each of the frame dimension fields to fill in Manually. Refer to Frame Dimensions Guide.
⇒ Use dropdown box for Frame Mounting to indicate frame material and type of frame

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IMPORTANT:

- Used patient frames are sent in at their own risk, used frames are NOT warrantied against breaking during mounting

- All Warranty Jobs and Remakes MUST be called in to the Lab at 800-820-6616

RX Data:

When choosing the Lens type, use the correct category to bring up the correct lens style options in the next section. FreeForm SV and FreeForm FT are not part of the IHS Contract.

Single Vision
Conventional PAL
Bifocal / Trifocal
FreeForm SV
FreeForm PAL
FreeForm FT

Rx Data

FreeForm PAL ▾

		Sphere	Cylinder	Axis	Add			Far PD	Near PD
						Binocular PD		##.#	
Right		+0.00	+##.##		+##.##	Right Mono		##.#	
Left		+0.00	+##.##		+##.##	Left Mono		##.#	

		Seg Height		OC from Bottom	
Right		##.#			
Left		##.#			

		Prism		Dir	Angle	Prism2	Dir
Right		##.##					
Left		##.##					

⇒ Plus sign (+) does not need to be entered.
⇒ Minus sign (-) needs to be entered.
⇒ Rx can be entered in plus or minus cylinder format. The lenses will be made in minus cylinder form.
⇒ Binocular PD will be split in half between Right and Left. Enter Mono PD's if not equal.

Lens Data:

⇒ Style = Lens Design (choices will depend on Lens Type chosen above.)

⇒ Material = Based on contract choices. If a different material is needed, make a note in Instructions.

⇒ Color = Hard Coat (clear), Photochromic* or Polarized.

⇒ Coating = Mirror Coating or UV Coating. UV Coating is for CR-39 only, is free, but it MUST be chosen here*

⇒ Tinting = Tint Color and % box will appear after choosing Solid or Gradient.

> ⇒ Grey 1 = 25%, Grey 2 = 50%, Grey 3 = 75% (Please use corresponding %)

⇒ AR = Anti-Reflective Coating options

*NOTE: UV Coating is not necessary if Photochromic material is used.

Lens Data

Clear	Style	Material	Color
Both	Choose… ▾	Choose… ▾	Choose… ▾
Coating	Choose… ▾		
Tinting	Choose… ▾		
AR	Choose… ▾		
Patient Payment Type	Choose… ▾	Choose… ▾	Choose… ▾

Lens Data:

The bottom 3 fields under LENS DATA are used for miscellaneous items, based on customer needs.

For IHS Billing purposes, choose only <u>ONE</u> of these for the first box:
⇒ Credit Card Payment—if a payment was made on PayPal
⇒ Money Order Payment—if a payment was made by Money Order
⇒ PRC Covered in Full—if patient payment amount is **0.00** in Patient Section

IMPORTANT NOTE:

Rochester Optical will not be involved in Tribal Payments towards glasses. We are only interested in the AMOUNT patient is paying towards this order and HOW the patient is paying. Any remaining cost will be billed to PRC. PRC will work with Tribal Payments.

The next box can be used for:
⇒ Edge Polish Hi Gloss
⇒ Edge Polish Satin
This is offered at no charge MUST be chosen in box 2 to receive.

Instructions:

Any information not available to enter on the order form should be placed into "Instructions" box.

Once the job is completely entered, Press:
⇒ Submit —to send to the Lab for processing
⇒ Pending—to hold the order until a future time (waiting for Money Order)
⇒ Reset —to erase the entire form.

Job Status:

Once an order is submitted, it will be available to view on the Order Status Tab for up to 14 days. This tab will indicate where the job is in the lab. Questions about job status can be called in to Customer Service 800-820-6616 or emailed to link circled below.

Note: Refer to the Lab Invoice number when inquiring through Customer Service.

| Order Entry | Order History | **Job Status** | Lens Lookup |

Display all

Shipped Only

In process only

Click here to contact the Lab

| Display All | | Shipped Only | | In Process Only | |

Lab Invoice	Date Ordered	Patient	P.O.	Lab. Tray #	Type	Last status	Lenses
857302	01/08/2020	W	FULLY COVERED	622972	Edged	01/09/2020 08.27 FTC - WAITING	PL 167 - SV - TINT HC
858623	01/13/2020	C	FULLY COVERED	624366	Edged	01/16/2020 14.10 FINISH - MOUNTING	POLY - RODIGS - SRC
858624	01/13/2020	W	FULLY COVERED	624367	Edged	01/16/2020 13.52 FINISH - TINTING	CR-39 - RODIGS - SRC

Covered for Example only

Order History:

All orders placed on LabLink will have a record retained in Order History Tab indefinitely. Orders can be recalled using Patient name, order date or order number. These must be in format indicated.

Note: Last name will include an comma "**,**" after the name if a first name was used.

| Order Entry | **Order History** | Job Status | Lens Lookup |

Find Order

	Patient/PO #	*Lastname, firstname* ▼		
Reset	Order Date	*YYYY-MMM-DD* ▼	Trace Uploaded	
	Order Number	*######* ▼	Original Order Number	

Click on the drop-down arrow to bring up a list to choose from. It may take a moment or two while retrieving. If more than one job has been ordered, the lookup will require an order date or order number.

Job Pending:

Once the order can come off of "Pending" and be submitted to order, locate the correct order by clicking on the down -arrow for Patient or Order Date. Give the system a moment to offer a list of names in alphabetical order.

NOTE: If there is more than one order for the same name, it will be necessary to choose the drop-down box for Order Handle to choose the correct order to retrieve.

Retrieve:

Once the correct job is displayed, scroll to bottom of page, click on "Retrieve" to bring the job up.

The job can also be deleted and/or printed.

Submit:

Once the correct job is Retrieved, scroll to bottom of order, click on "Submit" to submit to lab for processing.