BSM CONNECTION® FOR OPHTHALMOLOGY

eLearning Center Course Catalog List

Questions? Call (866) 220-3184
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Well-trained staff are essential to the success of every practice. The Connection eLearning Center offers a comprehensive library of online continuing education (CE) courses for ophthalmic personnel. Courses are organized by area of focus, with new content and enhancements added regularly to support the development of the knowledge and skills learners needed to succeed in today's practice environment. Access to the eLearning Center requires an annual Connection for Ophthalmology membership and eLearning licenses must be purchased for each learner.

The course catalog is divided into the following five main categories:

01 – General Staff Training
02 – Business Management
03 – Clinical
04 – Regulatory and Compliance
05 – Optical

01 - GENERAL STAFF TRAINING

COURSE TITLE	CE CREDITS
Customer Service	
OPH 01-0101 - Developing Professional Telephone Skills	1.0 CEP/CPSS
OPH 01-0102 - Advanced Telephone Skills Training	1.0 CEP/CPSS 1.0 COE
Staff Development	
OPH 01-0201 - The Five "C"s of Conflict Management ***UPDATES IN PROGRESS***	1.0 CEP/CPSS 1.0 COE
OPH 01-0202 - Stress Management: Managing Your Energy to Help Reduce Stress	0.5 CEP/CPSS 0.5 COE
OPH 01-0203 - A Staff's Guide to Professionalism in the Workplace	1.0 CEP/CPSS 1.0 COE
OPH 01-0204 - Basic Principles of Time Management	1.0 CEP/CPSS 1.0 COE
OPH 01-0205 - The Fundamentals of Professional Email Communication	1.0 CEP/CPSS 1.0 COE
OPH 01-0206 - Ophthalmic Practice Workplace Fundamentals: ***UPDATED+ new title!*** An Introduction to Employment, Compliance, and Team Roles	1.0 CEP/CPSS
OPH 01-0207 - Enhancing Peer-to-Peer Communication for Staff	2.0 CEP/CPSS 2.0 COE
The Ophthalmology Practice	
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

NOTE: Courses in gray and/or with specific CECs unavailable (crossed out), have re-accreditation in progress.

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01 - GENERAL STAFF TRAINING *(CONTINUED)*

COURSE TITLE	CE CREDITS
Quick Training Employee Education *(micro-learning)*	
OPH 01-0401 - Quick Training: Conflict Management	0.25 CEP/CPSS
OPH 01-0402 - Quick Training: Cybersecurity Basics	0.25 CEP/CPSS
OPH 01-0403 - Quick Training: Electrical Fire Prevention and Response	0.25 CEP/CPSS
OPH 01-0404 - Quick Training: Ergonomics	0.25 CEP/CPSS
OPH 01-0405 - Quick Training: Fall Prevention	0.25 CEP/CPSS
OPH 01-0406 - Quick Training: Skin Tears	0.25 CEP/CPSS

02 - BUSINESS MANAGEMENT

Administrative/Practice Management	
OPH 02-0101 - Flow and Efficiency Red Flags	1.0 CEP/CPSS 1.0 COE
OPH 02-0102 - Network Basics for Medical Practices	1.0 CEP/CPSS 1.0 COE
OPH 02-0103 - Introduction to Network Security for Medical Practices	1.0 CEP/CPSS 1.0 COE
Billing and Coding	
OPH 02-0201 - Medicare Billing Basics	1.0 AAPC 1.0 CEP/CPSS 1.0 COE
OPH 02-0202 - Introduction to ICD-10	1.0 AAPC 1.0 CEP/CPSS 1.0 COE
OPH 02-0203 - Mastering Medicare: A Preliminary Guide	1.0 CEP/CPSS 1.0 COE 1.0 JCAHPO
Business Operations	
OPH 02-0301 - Revenue Cycle Management: Patient Data Collection	1.0 AAPC 1.0 CEP/CPSS 1.0 COE
OPH 02-0302 - Revenue Cycle Management: Processing Daily Work – Part 1	1.0 AAPC 1.0 CEP/CPSS 1.0 COE
OPH 02-0303 - Revenue Cycle Management: Processing Daily Work – Part 2	1.0 AAPC 1.0 CEP/CPSS 1.0 COE
OPH 02-0304 - Revenue Cycle Management: Billing, Accounts Receivable, and Reporting	1.0 AAPC 1.0 CEP/CPSS 1.0 COE
OPH 02-0305 - Business Insurance Coverage for the Medical Practice	1.0 CEP/CPSS 1.0 COE
OPH 02-0306 - Mastering Accounts Receivable: Strategies for Success	1.0 AAPC 1.0 CEP/CPSS
Financial Management	
OPH 02-0401 - Basics of Medical Practice Finance – Part 1	1.0 CEP/CPSS 1.0 COE
OPH 02-0402 - Basics of Medical Practice Finance – Part 2	1.0 CEP/CPSS 1.0 COE

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02 - BUSINESS MANAGEMENT *(CONTINUED)*

COURSE TITLE	CE CREDITS
Financial Management (continued)	
OPH 02-0403 - Introduction to the Budget Process	1.0 CEP/CPSS 1.0 COE
OPH 02-0404 - Administrator's Guide to Creating a Practice Budget	2.0 CEP/CPSS 2.0 COE
OPH 02-0405 - Financial Benchmarking for the Ophthalmology Practice	2.0 CEP/CPSS 2.0 COE
OPH 02-0406 - Basics of Accounting – Part 1	1.0 CEP/CPSS 1.0 COE
OPH 02-0407 - Basics of Accounting – Part 2	1.0 CEP/CPSS 1.0 COE
OPH 02-0408 - Effectively Managing Real Estate Leases – Part 1	1.0 CEP/CPSS 1.0 COE
OPH 02-0409 - Effectively Managing Real Estate Leases – Part 2	1.0 CEP/CPSS 1.0 COE
Human Resources	
OPH 02-0501 - Selecting a New Employee	1.0 CEP/CPSS 1.0 COE
OPH 02-0503 - Developing a Staff Compensation System for Your Practice	1.0 CEP/CPSS 1.0 COE
OPH 02-0505 - From Counseling to Termination: A Step-by-Step Guide	1.0 CEP/CPSS 1.0 COE
OPH 02-0506 - Crafting Effective Job Descriptions	0.25 CEP/CPSS 0.25 COE
OPH 02-0507 - Creating Collaborative Performance Evaluations	0.75 CEP/CPSS 0.75 COE
OPH 02-0508 - Implementing Staff Incentive Programs	1.0 CEP/CPSS 1.0 COE
OPH 02-0509 - Facilitating Staff Motivation Programs	1.0 CEP/CPSS 1.0 COE
Management and Team Development	
OPH 02-0602 - Developing High-Performing Teams – Part 1	1.0 CEP/CPSS 1.0 COE
OPH 02-0603 - Developing High-Performing Teams – Part 2	1.0 CEP/CPSS 1.0 COE
OPH 02-0604 - "Train the Trainer": Tips and Tools to Increase Training Effectiveness	1.0 CEP/CPSS 1.0 COE
OPH 02-0605 - The 8 Steps of Effective Managerial Problem Solving	1.0 CEP/CPSS 1.0 COE
OPH 02-0606 - Developing a Culture of Leadership	1.0 CEP/CPSS 1.0 COE
OPH 02-0607 - Establishing Purpose in a Culture of Leadership	1.0 CEP/CPSS 1.0 COE
OPH 02-0608 - Building Emotional Intelligence in a Culture of Leadership	1.0 CEP/CPSS 1.0 COE
OPH 02-0609 - Creating a Culture of Leadership Through Clear Communication	1.0 CEP/CPSS 1.0 COE

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02 - BUSINESS MANAGEMENT *(CONTINUED)*

COURSE TITLE	CE CREDITS
Marketing	
OPH 02-0701 - Introduction to Marketing	1.5 CEP/CPSS 1.5 COE
OPH 02-0702 - Developing a Marketing Plan	1.0 CEP/CPSS 1.0 COE
OPH 02-0703 - Refractive Surgery Patient Counseling	1.0 CEP/CPSS 1.0 COE
OPH 02-0704 - Internal Marketing	1.0 CEP/CPSS 1.0 COE
OPH 02-0705 - Online Marketing	1.0 CEP/CPSS 1.0 COE
OPH 02-0706 - Use of Social Media for Business Marketing	1.0 CEP/CPSS 1.0 COE
OPH 02-0707 - Top Ranking: Search Engine Optimization for Today's Medical Practice	1.0 CEP/CPSS 1.0 COE
Provider Recruitment	
OPH 02-0801 - Compensation Methods for Associate Physicians	2.0 CEP/CPSS 2.0 COE
Technology	
OPH 02-0901 - EHR Implementation: Stages and Strategies for Success	1.0 CEP/CPSS 1.0 COE
OPH 02-0902 - Maintaining Electronic Health Records Data	1.0 CEP/CPSS 1.0 COE
OPH 02-0903 - Managing Risks with Patient Portals	1.0 CEP/CPSS 1.0 COE

03 - CLINICAL

Clinical Operations	
OPH 03-0101 - Clinical Flow and Efficiency: A Practical Guide for Ophthalmic Technicians	1.0 CEP/CPSS 1.0 JCAHPO
Contact Lenses	
OPH 03-0201 - The Technician's Guide to Soft Contact Lens Fitting	1.0 AOC Non-core 1.0 CEP/CPSS 1.0 JCAHPO
Cornea	
OPH 03-0301 - The Role of Diagnostic Testing in Corneal Disease	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0302 - A Technician's Guide to Keratoconus and Other Corneal Ectatic Disorders	1.0 CEP/CPSS 1.0 JCAHPO
Glaucoma	
OPH 03-0401 - Basics of Glaucoma	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0402 - Educating the Glaucoma Patient	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0403 - Modern Glaucoma Surgery	1.50 CEP/CPSS 1.50 JCAHPO
Ocular/Systemic Diseases	
OPH 03-0501 - Dry Eye Disease	1.0 CEP/CPSS 1.0 JCAHPO

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03 – CLINICAL *(CONTINUED)*

COURSE TITLE	CE CREDITS
Clinical Operations	
OPH 03-0502 - Allergies and Ocular Surface Disease: Knowledge for Providing Optimal Care	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0503 - Low Vision	1.0 AOC Non-core 1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0504 - Pediatric Eye Conditions and Diseases	2.0 CEP/CPSS 2.0 JCAHPO
OPH 03-0505 - A Technician's Guide to Meibomian Gland Dysfunction	1.0 CEP/CPSS 1.0 JCAHPO
Ophthalmic Knowledge	
OPH 03-0601 - The Fine Art of Scribing	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0602 - History Taking Drives the Exam	1.0 CEP/CPSS 0.5 JCAHPO
OPH 03-0603 - Triaging Ocular Emergencies	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0604 - Anatomy and Physiology of the Eye	1.0 AAPC 1.0 AOC Non-core 1.0 CEP/CPSS 1.0 JCAHPO 1.0 OPS
OPH 03-0605 - Nutrition and the Eye	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0606 - Extraocular Muscles and Motility	2.0 AOC Non-core 2.0 CEP/CPSS 2.0 JCAHPO
OPH 03-0607 - Dilation: How, Why, and When	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0608 - Introduction to Clinical Research in Ophthalmology	1.25 CEP/CPSS 1.25 JCAHPO
OPH 03-0609 - Pharmacology and Medication Training for the Ophthalmic Technician	1.5 AOC Non-core 1.5 CEP/CPSS 1.5 JCAHPO 1.5 OPS
OPH 03-0610 - Correction of Presbyopia	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0611 - Non-Emergent Ocular Triage	1.0 CEP/CPSS 1.0 JCAHPO
Ophthalmic Skills/Instruments	
OPH 03-0702 - Introduction to CPT Coding for Technicians	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0704 - Preparing for the COA Exam	0.5 CEP/CPSS
OPH 03-0705 - Avoiding Errors in Subjective Refractometry	1.25 AOC Non-core 1.25 CEP/CPSS 1.25 JCAHPO
OPH 03-0706 - Elements of the Patient Workup	1.0 CEP/CPSS 1.0 JCAHPO

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03 - CLINICAL *(CONTINUED)*

COURSE TITLE	CE CREDITS
Ophthalmic Skills/Instruments *(continued)*	
OPH 03-0707 - Immersion A-Scan Biometry	1.0 AOC Non-core 1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0708 - Retinal Diagnostic Testing	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0709 - The Visual Pathway: Key to Understanding and Performing Visual Fields	1.0 AOC Non-core 1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0710 - Tonometry in Clinical Practice	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0711 - A Technician's Guide to Opticianry	1.5 CEP/CPSS 1.5 JCAHPO
OPH 03-0712 - A Window into Optical: A Course for Technicians	1.0 AOC Non-core 1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0713 - Optical Coherence Tomography	1.5 AOC Non-core 1.75 CEP/CPSS 1.5 JCAHPO 1.5 OPS
OPH 03-0714 - Optical Coherence Tomographic Angiography	1.25 AOC Non-core 1.5 CEP/CPSS 1.25 JCAHPO 1.25 OPS
OPH 03-0715 - Fluorescein Angiography	2.0 AOC Non-core 2.0 CEP/CPSS 2.0 JCAHPO 2.0 OPS
Refractive and Cataract Surgery	
OPH 03-0801 - Preparing Patients for Cataract Surgery	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0802 - Introduction to Refractive Surgery	1.25 AOC Non-core 1.25 CEP/CPSS 1.25 JCAHPO
OPH 03-0804 - The Role of a Refractive Surgery Coordinator	1.5 CEP/CPSS 1.5 JCAHPO
OPH 03-0805 - Refractive Surgery Overview	1.0 AOC Non-core 1.0 CEP/CPSS 1.0 JCAHPO
Retina	
OPH 03-0901 - Diabetes and the Eye	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-0902 - Medical and Surgical Treatment of Retinal Diseases	2.0 CEP/CPSS 1.5 JCAHPO
OPH 03-0903 - Ins and Outs of Intravitreal Injections: What's the Consensus Protocol	1.0 CEP/CPSS 1.0 JCAHPO

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03 - CLINICAL *(CONTINUED)*

COURSE TITLE	CE CREDITS
Surgery: General	
OPH 03-1001 - Sterilization of Ophthalmic Surgical Instruments and Equipment	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-1002 - Infection Prevention and Sterile Technique in Ophthalmic Surgery	1.0 CEP/CPSS 1.0 JCAHPO
OPH 03-1003 - Ophthalmic Plastic Surgery: Functional Oculoplastics	1.0 AAPC 1.0 CEP/CPSS 1.0 JCAHPO

04 - REGULATORY AND COMPLIANCE

COURSE TITLE	CE CREDITS
Regulatory Training	
OPH 04-0101 - A Guide to HIPAA and Patient Confidentiality	1.0 AAPC 1.0 CEP/CPSS 1.0 COE 1.0 OPS
OPH 04-0104 - Building a Safer Workplace: Preventing Violence and Promoting Security	0.75 CEP/CPSS
OPH 04-0105 - Fraud, Waste, and Abuse in the Physician Practice: Training for Employees	0.75 CEP/CPSS
OPH 04-0106 - Cultural Diversity and Competency Considerations for Health Care	0.75 CEP/CPSS
OPH 04-0107 - Harassment Awareness Training: It's More Than the #MeToo Movement	0.75 CEP/CPSS
OPH 04-0108 - OSHA: Bloodborne Pathogens and Hazard Communication Training for the Medical Office	1.0 AAPC 2.0 CEP/CPSS 2.0 COE 2.0 OPS
Compliance Management	
OPH 04-0201 - Maintaining Compliance as Preventative Medicine: How to Implement a Practice-specific Plan	1.0 CEP/CPSS 1.0 COE
OPH 04-0203 - MIPS: Plotting Your Reimbursement Course	0.5 CEP/CPSS 0.5 COE
OPH 04-0204 - Developing a Workplace Emergency Action Plan	1.0 CEP/CPSS 1.0 COE
Regulatory Refresher Training	
OPH 04-0301 - Regulatory Refresher: HIPAA Training	0.5 CEP/CPSS
OPH 04-0306 - Regulatory Refresher: Cultural Competency and Inclusivity	0.5 CEP/CPSS
OPH 04-0107 - Regulatory Refresher: Harassment Awareness Training	0.5 CEP/CPSS
OPH 04-0308 - Regulatory Refresher: OSHA Training	0.5 CEP/CPSS

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05 - OPTICAL

COURSE TITLE	CE CREDITS
Optical Operations	
OPH 05-0101 - Optical Dispensary	1.0 CEP/CPSS
OPH 05-0102 - Enhance Your Capture Rate: Staff Training	0.5 CEP/CPSS
OPH 05-0103 - Managing Your Inventory Investment	0.5 CEP/CPSS
OPH 05-0104 - Benchmarking the Ophthalmic Dispensary	1.0 CEP/CPSS
OPH 05-0105 - Medicare Compliance for the Participating Optical Dispensary	2.0 CEP/CPSS
OPH 05-0106 - Implementing an Effective Inventory Management Plan	1.0 CEP/CPSS
OPH 05-0107 - Elevating Your Sales Approach	0.5 CEP/CPSS
OPH 05-0108 - Optical Operations: The Administrator's Tool Kit	1.0 CEP/CPSS 1.0 COE
OPH 05-0109 - Assessing Cost of Goods Sold	0.5 CEP/CPSS
OPH 05-0110 - Anatomy of an Eye Examination	1.0 CEP/CPSS
OPH 05-0111 - A High-Performance Guide to Being an Effective Optical Manager	1.0 CEP/CPSS
OPH 05-0112 - Optician Training Series – Part 1: Basic Optical Overview	1.0 CEP/CPSS
OPH 05-0113 - Optician Training Series – Part 2: Intermediate Optics	2.0 CEP/CPSS
OPH 05-0114 - Optician Training Series – Part 3: Advanced Optics	2.0 CEP/CPSS
OPH 05-0115 - Optician Training Series – Part 4: A Guide to Frames	2.0 CEP/CPSS
OPH 05-0116 - Step-by-Step Guide to Contact Lens Dispensing	1.0 CEP/CPSS
OPH 05-0117 - Optical Sales: The Professional Approach	1.0 CEP/CPSS
OPH 05-0118 - Progressive Lenses: The Benefits of WAVE Technology	1.0 CEP/CPSS
OPH 05-0119 - Optics of Free-Form Lenses	1.0 CEP/CPSS
OPH 05-0120 - Prism-Thinning: Progressive Lenses	1.0 CEP/CPSS
OPH 05-0121 - AR Lenses in the 21st Century	1.0 CEP/CPSS

Do you have questions on how to implement a comprehensive eLearning curriculum in your practice? Contact our Customer Relations Specialists at **866-220-3184** or go to vmghealth.com/memberships/ophthalmology-connection for additional information.

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