



Anyday/Everyday

Contact Lenses
from Duncan & Todd

An informative guide for
helping you get the most
out of your contacts.

DUNCAN
AND TODD
OPTICIANS
& HEARING CARE

Anyday/Everyday

duncanandtodd.com

Welcome

Welcome to Anyday/Everyday

Thank you for choosing Duncan and Todd as your contact lens specialist. Whether you are an experienced wearer or this is your first time, we have the support you need to ensure that your lenses are comfortable and fit your lifestyle. Duncan and Todd are with you all the way, Anyday/Everyday.

Within this welcome pack you will find all the information you need to understand how to wear and care for your new lenses. As part of our service, you have a dedicated Contact Lens Buddy and experienced Contact Lens Practitioner at hand, so if you're ever unsure, please contact us any time you need help or advice.



Contact Lenses How To's

Follow these guidelines for putting your lenses in, taking them out and keeping your lenses clean.

Before you start:



Always wash and dry
your hands thoroughly



Keep your nails short

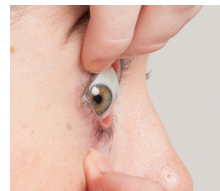
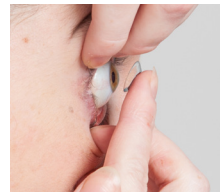


Ensure the area you
are using is clean and
clutter free (in case you
drop the lenses)

Putting your lenses in:

Whenever putting in or taking out your lenses always start with your right lens first.

- 1 Remove the contact lens from the packet/case and ensure it is sitting the correct way round
- 2 Place the lens on the tip of your index finger of your dominant hand, so that it is sitting upright like a bowl - if the lens is tilted, it will not sit on the eye.
- 3 With the middle finger of the same hand, firmly lower your bottom lid by the base of the lashes
- 4 With your other hand, firmly raise your upper eyelid by the base of the lashes – a good grip on the lid will make application of the contact lens far easier
- 5 Looking in a mirror, bring the contact lens close to your eye
- 6 Look up and slowly place the lens on your eye and hold in position for a few seconds
- 7 Gently pull back your finger, roll your eye until the lens is centred
- 8 Finally release both lids
- 9 Repeat steps 2-8 with your left lens



Taking your lenses out:

- 1 Firmly raise your upper lid with the non-dominant hand, and lower the bottom lid with the middle finger of your dominant hand
- 2 Place your index finger on the centre of the contact lens and drag down as you look up - this moves the lens to an area it doesn't fit well
- 3 Whilst still touching the lens, use your thumb to pinch the lens and remove it
- 4 Repeat steps 1-3 with your other eye, using the same hand for the same actions



Cleaning your lenses:

- 1 Place the lens on the palm of your hand and wet the lens with some solution
- 2 Clean the lens by rubbing the lens with your index finger for 5 seconds
- 3 Turn the lens inside out and repeat
Rinse off any debris with a little more solution
- 4 Place the lens in the contact case and if using a barrel case, fill to the line with solution or with a flat case, fill with enough solution to submerge the lens.

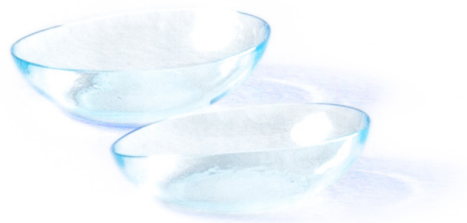


Always store the lens case upright in a dry and cool environment

More Contact Lens Cleaning tips!

When you take your lenses out from the case, discard the solution and leave the case to air dry in a cool, dry environment, until the case is required again.

- **The case should be filled with fresh solution every time**
- **Change the solution regularly if the lenses are not in use**
- **Always secure the cap on the solution bottle**





Anyday/Everyday

We want you to enjoy the freedom contact lenses offer. Here is an everyday guide to ensure wearing contact lenses is stress-free.

Avoid contact with water

There is an increased risk of serious eye infection if your lenses are in contact with tap water, swimming pools or the sea.

If in doubt, take them out!

If your eyes are uncomfortable or red, take out your contact lenses.

Never wear a damaged lens

Don't be tempted to wear a split or torn lens - get in touch with your Contact Lens Buddy and ask for a replacement.

Take a day off if your eyes are sore

Have days without Contact Lenses to maintain healthy eyes. Don't wear your lenses if you have sore eyes, give them a rest by wearing your glasses instead.



Anyday/Everyday

Follow your recommended wearing times

Don't keep your lenses in longer than advised or longer than is comfortable. Remove your lenses before going to bed unless you have been advised otherwise by your Contact Lens Practitioner.

Use your recommended solution

Don't change solution without advice. Some contain Hydrogen Peroxide which will cause damage to the eye if not neutralised.

Follow the advice from your Contact Lens practitioner

We are there to care for your eyes. Please follow our advice and regularly attend our Contact Care appointments so we can ensure you have the best lenses for your needs.

Any questions?

Get in touch with your Contact Lens Buddy, or book an appointment with your Contact Lens Practitioner. Our staff are best placed to help you with any questions or queries you may have.



Anyday/Everyday

It's all about Care

To ensure your lenses are as effective and comfortable as possible, we ask you to attend regular Contact Care appointments. Following a trial, you will typically have a 3 month Contact Care appointment and thereafter, annually.

If you're not sure when your next appointment is, get in touch with your Contact Lens Buddy. Of course, if you have any issues or your contact lens requirements have changed don't hesitate to get in touch and your Buddy will organise an appointment sooner. Contact Care appointments are unlimited on our Direct Debit schemes or subject to a fee if you're a Pay-As-You-Go customer.

Got a question? Ask your Contact Lens Buddy

If you have any further questions, please don't hesitate to get in touch with us by contacting the team at your branch. Find your branch details on our website.

Contact Lens Practitioner Recommendations:

Lens type:

Solution (if applicable):

Price:

Package:

Wearing Times:

Patient Acknowledge Form:

- I understand the importance of correct lens hygiene and following the advice I have been given.
- I know how to insert and remove my contact lenses confidently.
- I know how to clean and disinfect my contact lenses (if applicable)
- I have been advised on a wearing schedule
- I am aware that if I do not attend for scheduled appointments, my contact lens supply may be suspended
- I accept it is my responsibility to follow these instructions as well as attend regular check ups.

Customer Name:

Date:

Signed:

Practice:

Out of Hours contact details: [NHS 24 - Tel 111](tel:111) or www.nhs24.com

Terms & Conditions:

[Free Trial](#)

A free trial applies to either:

- A patient wishing to try contact lenses for the first time (including patients who have trialled previously unsuccessfully)
- A lapsed/existing wearer who wishes to trial a new/different lens

A 'Free Contact Lens Trial' is not available for made to order lenses, therefore must be purchased at time of fitting, and exchanged on a 90 day warranty if unsuitable. A free trial covers Contact Lens Consultation, Lens Lesson, and End of Trial Review appointments. Only after completion of these appointments, and if lenses are unsuitable can a new Free Trial commence. All other Contact Care appointments are chargeable unless the patient is on a Contact Care Scheme. Contact lens specifications can only be issued following a 3-month adaptation period.

[Going ahead with Lens Wear](#)

Signing up to our Direct Debit package requires 3 months payment initially, which will be followed by delivery of 3 months of lenses and commencement of your Direct Debit payments.

Payment will always be in advance and not in arrears.

By supplying you with contact lenses we take on the responsibility of your eyecare in relation with lens wear. If you do not attend for your appointments (we will contact you when these are due) we may suspend your delivery. It is your responsibility to inform us of any change in your contact details so that we can contact you for these reviews.

[Utilising Package Benefits](#)

Our Contact Lens Package benefits (as detailed in this booklet) are available at our practices trading as Duncan and Todd Opticians, 2020 Opticians, Douglas Dickie Opticians, J M Macdonald Opticians, James Hughes Opticians and Browns Opticians.

The 50% complete spectacle discount only applies when you purchase a complete pair of spectacles with Caledonian Optical lenses. *Exclusions apply*

[Returning unused product](#)

Unused product may be returned for credit if it is in a saleable condition and can be returned to supplier within 90 days of the order date.

Our returns policy will vary if the returns policy of our suppliers changes. Please enquire in store as to the current policy with your contact lens supplier.

[Cancelling Direct Debit](#)

Direct Debits may be suspended as well as cancelled.

If cancelling, the practice must be informed and they will ask for a 'reason for cancellation' which will be kept on your patient record.

Contact Lenses from Duncan and Todd

Summary of Package Benefits

Complete Contact Care

- Unlimited Contact Care appointments
- 50% off complete prescription glasses
- 25% off non-prescription sunglasses
- Free home delivery every 3 months
- Free replacement lenses (monthly and daily)
- Discounted contact lens solution (for monthly lenses)

Complete Care Only

- Unlimited Contact Care appointments
- 25% off frames
- 10% off Pay-as-you-Go Lenses (monthly and daily)
- 25% off non disposable lenses

Anyday/Everyday

duncanandtodd.com