



COLLEGE OF OPTICIANS OF ONTARIO PATIENT BILL OF RIGHTS

When you see a Registered Optician, you are seeing a regulated health professional. Opticians are trained to provide prescription eyewear, based on the prescription of an optometrist or ophthalmologist. Opticians work with patients to identify the most appropriate type of eyewear based on a patient's prescription, individual circumstances, occupation and daily activities.

As an opticianry patient, you can expect an optician to:

1. Treat you with dignity and respect
2. Obtain your informed consent prior to providing health care services
3. Provide you with knowledgeable, safe and competent care
4. Take appropriate measurements and accurate health history to determine the suitability of the eyewear you are receiving
5. Ensure that you understand the care you are receiving and why, including any future care
6. Keep your personal information confidential and ensure your personal health information is stored securely
7. Keep complete and accurate records of your file



8. Provide you with a copy and/or timely transfer of your records for no more than a reasonable cost-recovery fee
9. Obtain your written consent to send you electronic marketing communications
10. Allow you to withdraw consent at any time, including to online communications
11. Provide clear information about the eyewear you are receiving, including information about warranties, billing and returns, and what to do if the eyewear does not perform as expected
12. Dispense prescription eyeglasses, contact lenses and low-vision aids (including preparation, adaptation and delivery of eyewear) based only on a valid prescription of an optometrist or physician such as an ophthalmologist. Opticians have some discretion to deviate from the prescription in limited circumstances if they feel it is in the patient's best interest to do so. Opticians cannot prescribe eyeglasses and contact lenses, and cannot diagnose health conditions
13. Communicate with your prescriber about your prescription when needed
14. Refer you to another health professional where appropriate
15. At your request, provide contact information for the College of Opticians of Ontario to make a complaint about the optician, as well as information about how to submit a complaint
16. Comply with the College of Opticians' [Regulations](#), [Standards of Practice](#), and [Code of Ethics](#)

As an opticianry patient, here are some things you can do to help protect your eye health:



Get a regular eye exam: It is important to see an eye doctor (optometrist or ophthalmologist) regularly for eye health exams and to ensure your prescription has not changed.



Provide complete health information to your optician: Contact lenses may not be appropriate for you if you have diabetes or use certain medications which may dry out your eyes. It is important to ensure that a contact lens product is safe, appropriate and is not contraindicated because of any health condition or medication you may take.



Consult with a registered optician, optometrist, or ophthalmologist if you have any issues with your eyewear.

For more information about making a complaint about an optician to the College of Opticians, [click here](#).