

User Guides - Introduction

Welcome to Blink. This introduction to Blink will guide you through the initial set-up and overview of the Blink features. You can then go onto the more detailed user guide for each of the Blink sections.

Blink is a cloud based system so there are no programmes to access or plug-ins need. All Blink systems are accessible via a unique url e.g. <https://wave.blinkoms.co.uk>

Users will register and then login with their email address and password.

Before going live with your Blink system here is a useful checklist of things to set up, as with all aspects of the Blink System, our customer support is always on hand to help and answer any question you may have.

Confirm your Start date (for invoicing)

- If your practice is not currently open to the public we won't start charging you until you open
- Let us know your preferred business name and address to appear on your invoices

Set up Blink users/staff members:

The screenshot displays the 'Add Staff Member' form in the Blink Optician Management Software. The top navigation bar includes 'PATIENT DATA', 'DISPENSING', 'RECALLS', 'DIARY', 'MY ACCOUNT', 'SYSTEM ADMIN', and 'LOGOUT'. The left-hand menu is expanded to 'Users', with 'Add Staff' selected. The form fields include: Staff Name, Practice (High Street Opticians), Has Dairy (checkbox), Allow Diabetic (checkbox), Username (admin), Password, Confirm Password, Email, Phone Number, User Access (60), and User Type (Please Select...). An 'Add' button is located at the top right of the form area.

Along the top level menu system select 'System Admin'.

From the black side menu select 'Users', and the drop down menu select 'Add staff'. Here you will be able to add a new Blink user. You will also be able them to the diary if required, by selecting the 'Has Diary' button.

- Set up user names for your staff and assign them Roles - we recommend using the pre-defined user types of Admin, Optom, etc. When you select the user type a drop down menu will show you its system access.

Admin - this will give full access to all aspects of your Blink system

Office - gives access to patient data, diary, recall and marketing

DO - gives access to patient data and RX data, dispensing, diary, recall and marketing

Optom - gives access to patient data and RX data, dispensing, diary, recall and marketing

- Use complex passwords to keep your system secure and GDPR compliant
- Using the correct email address for a user will allow them to retrieve lost passwords
- Do you want to use 2FA? Ask for information if you want to make Blink extra secure. See our '2FA' user guide, for detailed instruction on setting up this security feature on your Blink system.

Once all of the fields have been completed, press 'Add' at the top of the page. The user has now been added and they will be able to log into the Blink system using their unique login details.

If the user has selected to be added to the diary, this can now be fully set up. Only 'Admin' users have access to staff data, therefore if they do not have admin access someone with admin access will need to do it for them.

See our *User Guide - Diary* for a detailed guide on using the Diary feature of Blink.

Patient Data

MR TERRY WOODHOUSE (ID: 35643) Clear

PATIENT DATA DISPENSING RECALLS DIARY MY ACCOUNT SYSTEM ADMINISTRATION

New Patient
New Family
Find Patient
Patient Information
Patient Summary
Patient Details
Examination History
Contact Lens History
Notes & Attachments
Medical Background
Dispensing History
Lifestyle Notes
Document History
New Examination
GOS
Printing & Comms

Patient Summary

Patient: Mr Terry Woodhouse
1 Main St, Leicester, M28 1AD
Telephone:
Alt Tel:
GOS Eligibility: Patient on Income Support
Venue: Test Venue (Nursing Home) (Manager: Manager)
Last Full Examination: 18/03/2021

Last Appointment: Monday, 21 August 2023 @ 08:30 AM

Spec Rx:	SPH	CYL	Axis	Prism
Right Eye	+1.25	~	~	~

Notes:

Here you add new patients and manage existing patients. Everything to do with a patient is accessed through the 'Patient Data' section of Blink.

You can start a new examination or view their examination and dispensing history.

You can generate a new GOS form or view existing GOS forms

There is also a range of patient printing and communications that is accessed from this section of Blink.

- *New Patient* - we can make changes to the 'Create New Patient' questions. We can change which questions are mandatory, just let us know if you would like to make any changes.
- *Lifestyle Notes* can be used to record general information about a patient, if you need any additional questions adding to this section just let us know.
- Blink can be used to define up to 6 "Patient Types" (which provide colour coding in the patient summary page) – these can be defined by you, let us know if you want to change any of the default types

See our *User Guide - Patient Data* for a detailed guide on using the Patient Data feature of Blink.

Within Patient Data sits 'GOS'

Blink has an integrated eGOS system that links directly into your PCSE portal, enabling you to manage all of your eGOS needs in one place.

You can generate new eGOS forms and manage existing forms. Blink also gives you real time status updates for all submitted forms.

- If you intend using Blink eGOS to submit your GOS forms directly to PCSE we need to register your practice, please provide:
 - i. contractor name and address
 - ii. org code (usually 5 characters and/or digits e.g. TP123)
 - iii. a named contact, email address and telephone number at the practice
- *The Blink eGOS functionality is an optional extra and incurs an additional cost and is not part of the core Blink system.*

See our *User Guide - eGOS* for a detailed guide on using the eGOS feature of Blink.

Dispensing

Dispensing Card payment busy

Accessories + Vouchers

Sale Total

Item	Unit Price	Discount (€ or %)	Qty	VAT	Price
Private Eye Test - private eye test, - , - , £45	€ 45.00	0.00	1	€ 13.97	€ 45.00
Size 1					
Booth & Bruce, - , - , £165	€ 215.00	0.00	1	€ 17.03	€ 215.00
std 1.5, - , £25					
std 1.5, - , £25					

Frame Booth & Bruce

Size

Colour

Lens Right std 1.5

Lens Left std 1.5

Value ex. VAT	€ 229.00
VAT	€ 31.00
Total	€ 260.00
Amount Paid	€ 0.00
Amount Outstanding	€ 260.00
Change	€ 0.00

Cash Creditcard

Other Quote Only

Send receipt, by email by SMS

Print receipt Print lab summan

Once a Patient's examination has been completed the 'Dispensing' feature of blink is where the sale takes place.

To create a dispense a patient must first be selected as the dispense will be generated for that patient and will be saved into their dispensing history.

The content of the sale is built up in the Sale Total section. This will include all chargeable and non-chargeable items so that an invoice is created for the patient.

When an order is placed, a practice specific receipt can be printed (onto any printer attached to your computer or network).

The most comprehensive form of dispensing is when it is used in conjunction with the examination module and when stock has been entered into the stock inventory.

Do you use a credit card reader in your practice? Blink now has integrated connectivity to PaymentSense (using a Dojo card reader)

- There is no cost to you from Blink (PaymentSense will charge per transaction)
- Let us know if you are interested and we can register you for a call from a PaymentSense sales rep

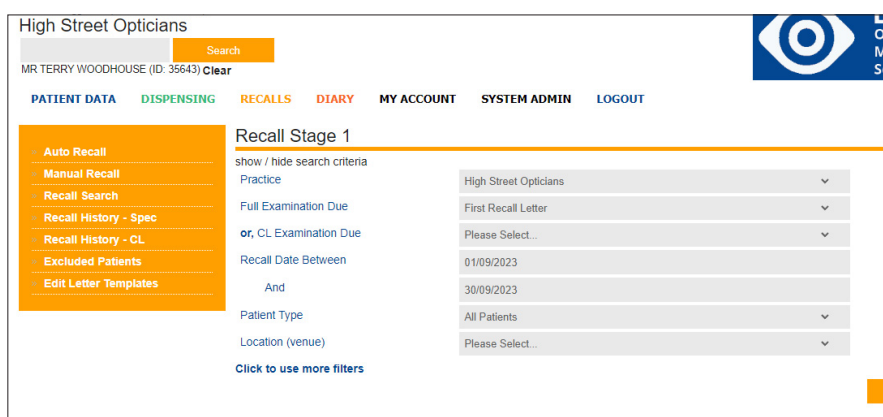
See our 'Dispensing' User Guide for a detailed guide on using the Dispensing feature of Blink.

Recalls

The Recalls feature of Blink is where you keep in touch with patients through recalls, letters, emails and sms messages.

There may be a number of reasons why you would need to contact a patient for example appointment reminders, glasses collection, special offers or practice notifications.

This section of Blink allows you to set up automatic or manual recalls, also send individual recalls to specific patients through recall search. You can also create and amend templates for letters, email and SMS messages.



The screenshot shows the 'Recall Stage 1' search interface in the Blink software. At the top, it displays the practice name 'High Street Opticians' and a search bar containing 'MR TERRY WOODHOUSE (ID: 35643)'. Below the search bar are navigation tabs: PATIENT DATA, DISPENSING, RECALLS (highlighted), DIARY, MY ACCOUNT, SYSTEM ADMIN, and LOGOUT. A sidebar on the left contains a menu with options: Auto Recall, Manual Recall, Recall Search (highlighted), Recall History - Spec, Recall History - CL, Excluded Patients, and Edit Letter Templates. The main content area is titled 'Recall Stage 1' and includes a 'show / hide search criteria' link. The search criteria are: Practice (High Street Opticians), Full Examination Due (First Recall Letter), or, CL Examination Due (Please Select...), Recall Date Between (01/09/2023 to 30/09/2023), Patient Type (All Patients), and Location (venue) (Please Select...). A link 'Click to use more filters' is located at the bottom of the search criteria section.

To be able to send patients messages by SMS text messages you will first need to set up a 'Faretext' account.

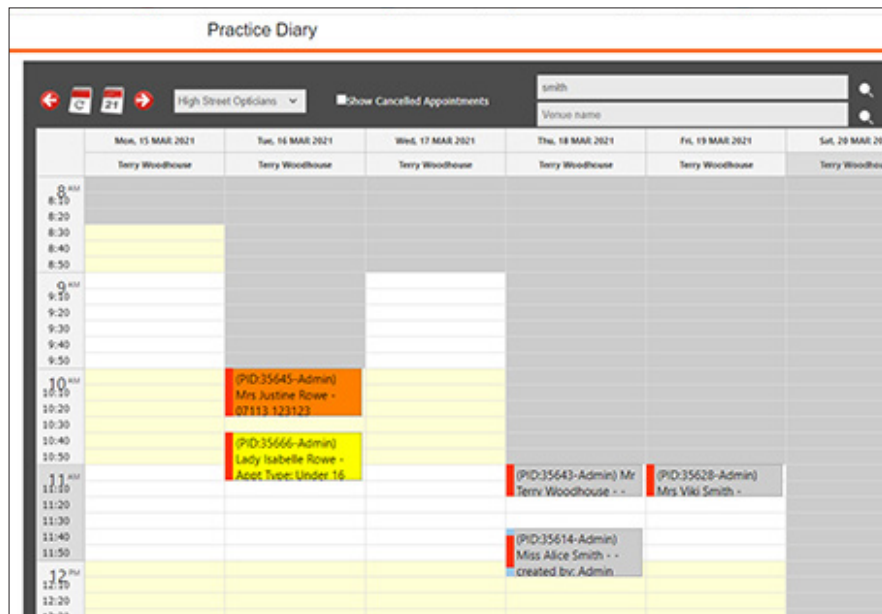
- To activate SMS, go to 'My Account' and under optional extras click the red text 'click here to create a new SMS account'. Sign up with our SMS partner Faretext
- Automated reminders can be set when a dispense reaches a milestone stage e.g. Ready for Collection – let us now if you want to use this feature
- We can also set up fully automated SMS text appointment reminders for patients. To set this up we would simply need to know your preferred time to send the reminders (either on the day or any number of days in advance)
- *The Blink SMS functionality is an optional extra and incurs an additional cost and is not part of the core Blink system*

The system is pre-configured with a few basic letter templates, these can be edited by yourself and new ones can be created. If you need help please just let us know

See our User Guide - Recalls for a detailed guide on using the Recalls feature of Blink. We also have a user guide on 'Sending SMS Messages'.

Diary

Here you can manage any patient appointments for staff members that have access to the Diary. Appointments can be made directly into the diary or can be made from an online booking system.



As well as managing patient appointments the Blink Diary feature allows you to tailor the diary to your needs. Here are a few initial things to set up.

- Which staff members need a diary – once a user has been created, you can edit their profile and setup diary start & end times, e.g. to restrict available clinic times
- “Appointment Types” can be tailored to your needs, including default lengths, descriptions and diary colour coding
- The diary left hand bar (showing times), can be configured to display slots at 5, 10, 15, 20 or 30 minute intervals (edit via *System Admin -> Data Management -> Edit Settings*)

See our *User Guide - Diary* for a detailed user guide on setting up and using the Diary feature of Blink.

Integrated online booking form

We can setup a public facing appointment booking form which will allow patients to book directly into your diary

- Things to consider
 - i. which diaries are to be made public
 - ii. which appointment types are to be available
 - iii. there are any extra restrictions on appointments e.g. only allow public to book at certain times

We offer various options of an online booking form so that your patients can book directly into available slots in your Blink diary

- It can be embedded directly into a website if you have one
- You can link to the stand alone version of the booking form directly from your google profile
 - Example of standalone form is: <https://blinkoms.co.uk/blinkdiary/highstreet/booking/> (note a logo can be added)

The screenshot shows a multi-step booking form. The first step, '1. Date & Time', is highlighted with a red bar. Below the step indicators, the text 'When is a good time?' is displayed. A calendar interface shows the days of the week from Wednesday to Saturday, with Wednesday the 15th selected. Below the calendar, the date 'Wednesday 15th November 2023' is shown. A grid of time slots is presented in red-bordered boxes: 12:00, 12:30, 13:00, 13:30, 14:00, 14:30, and 15:00. A red 'Next' button is located at the bottom right of the form.

- OR, if you would like a more website feel to your booking form we can also provide that.
 - An example of a booking form/single page website is <https://rochdaleopticians.co.uk/>

Contact us for pricing regarding online booking forms.

My Account

Here you can see who is logged into the blink system and the user password can easily be updated.

You can view any optional extras you have chosen to add onto to the standard Blink system. Some of the optional extras include Postcode lookups, SMS texting and eGOS.

Postcode lookups can be a really useful time saving option when registering new patients. Postcode lookups are £60 for 500 credits and can be bought on this page via PayPal.

SMS and eGOS credits are also shown on this page.

System Admin

This section of the Blink system is where you can see your practice activity for a particular day, it shows information such as number of patients, sales summary and best sellers.

The system admin area is also where you are able to tailor the Blink system to your specific requirements. As well as being able to add and update Blink users you can make changes to the diary and run a variety of reports.

All aspects of System Admin are accessed through the left hand black menu.

See our 'System Admin' user guide for a detailed guide on all aspects of the System Admin feature of Blink

Within System Admin sits 'Stock'

The Stock section of Blink allows you to add all of your practice stock to the system. The most comprehensive form of dispensing is when it is used in conjunction with the examination module and when stock has been entered into the stock inventory.

Once stock has been added you can manage the stock items and easily make changes such as price.

Stock Take

Leave Blank for items sold in the past 7 days

Stock Type: Lenses

Stock Group: all single vision

Brand / Index: All

Stats:
(only includes items where stock level < 250)

Total Number: 0

Retail Value: 0.00

Cost Price Value: 0.00

Choose file No file chosen **Stock Import**

Items in Stock

Fixed Info	StockItem Info	Price Info	
StockItemId: 3954 StockType: Spectacle Lenses StockGroup: all single vision StockGroupId: 288	StockItem: 1.5 lens sph 3to4 Brand: 1.5 Colour: Size: Detail: 1.5 lens sph 3to4	Price: 44 CostPrice: 0 RRP: 0 stocklevel: 1111	Update
StockItemId: 3953 StockType: Spectacle Lenses StockGroup: all single vision	StockItem: 1.6 index lens	Price: 55	Update

Your trial system has been setup with demo stock – do you want this clearing down?

- You can enter your own stock or edit what is already there – use:
 - i. “Add Stock Item” or “Edit Stock” to update individual stock items
 - ii. “Stock Take” to quickly review all stock and make changes to multiple stock items
 - iii. “Stock Update” to import a file containing all of your stock
- Do you want to use stock control? If switched on, your stock level will decrease by 1 each time a stock item is dispensed, once at ‘0’ the stock item will no longer appear in the dispensing page. For items which are not under stock level control (e.g. lenses or ‘Patients own frame’) set the stock level to be high e.g. 99999 so that it doesn’t run out.

See our *User Guide - System Admin* for a detailed guide.

Templates

- If you'd like your practice logo to appear on receipts, letters and other print outs, please email it over to us on support@blinkoms.co.uk

VAT

Blink can manage Separately Disclosed Charging (SDC) & Full Cost Apportionment (FCA) – let us know which method you want use in Blink and the settings that you need.

Blink Prices

Price Per Practice **£95** / month +VAT

Optional Extras

eGOS	£25 / month +VAT
SMS messaging	£5 / month +VAT
Postcode lookup	10p / per lookup +VAT
Online booking	£15 / month +VAT

Data Imports

Patient data **£75** +VAT
Any previous patient data can be imported

Clinical data **£75** +VAT
Any previous clinical, and RX data can be imported

Integrated online booking form/website

Contact us to discuss options and prices

Contact

If you need guidance regarding any aspect of Blink you can contact us on the support email, where we will always try to respond within 24 hours:

support@blinkoms.co.uk

Alternatively you can call us on the support line: 07748 500430

Or call the office phone: 0116 431 8284