TearLab®

4 STEPS TO GET STARTED

1

Establish a Dry Eye Champion

Establish a "Dry Eye Champion" from your staff who can help you with the CLIA registration, daily Quality Control testing and management, and office training to drive adoption among your staff members.

2

Create a Protocol

Create your Dry Eye Protocol to establish a process to handle patients who might have Dry Eye Disease. This protocol should include a symptoms questionnaire and a determined number of symptoms or signs the patient needs to prompt the need for further testing. Be sure to sign and share it with your staff.

3

Get To Know Your TearLab Team

Your TearLab representative will share the names and contact information of your dedicated support team, which consists of a Territory Manager, Area Consultant, Reimbursement Specialist, and Customer Care Coordinator to address any questions you or your team might have.

4

In-Service Demos

Once an agreement is signed and your CLIA registration is complete, your dedicated TearLab representative will provide an in-service demo to walk the entire staff through the process to gain familiarity with the System. He or she can also help you explain how your new protocol will be implemented into the current patient pathway.

Your TearLab Reimbursement Specialist will conduct an in-service presentation for your billing staff prior to the test being offered. This will ensure that they understand the test, the coding, and all the coverage issues unique to billing a laboratory test.

Your dedicated team is available anytime to answer questions, help with reimbursement, or just check-in as a refresher for the team.

FREQUENTLY ASKED QUESTIONS

How should I explain the TearLab test to my staff and why is it important?

The entire staff should understand what the TearLab test is so they know how it helps patients and they are more receptive to adopting it.

"TearLab is a test that measures the salt content in tears, which can become elevated and toxic to the ocular surface, resulting in dry eye disease. However, because dry, itchy eyes can be symptoms of diseases other than dry eye, it is essential to have a test that can potentially rule in or rule out a dry eye diagnosis. Clinical guidelines have indicated that the measurement of tear osmolarity is the most accurate and precise way to do this."

Some of the reasons you might have chosen to start offering the test is that it is very quick, precise, and can be performed by technicians. The precision increases the chances of making the right diagnosis, reduces chair time, and potentially brings in more business because DED is so prevalent. Additionally, getting the right diagnosis the first time can increase patient satisfaction.

By ensuring your front-desk staff, technicians, and billing department know the clinical value of the test and what your goals are to implement it into the practice, the more efficiently it will be adopted into the work flow.

What would the Dry Eye Champion do?

This person, often a lead technician or office manager, will likely be the one who handles the CLIA registration, maintains the daily and monthly Quality Control logs to ensure the TearLab system is working properly, understands and assists in the execution of your dry eye protocol, and helps drive the success of the TearLab implementation into your practice. More information for how to set up your TearLab system can be found here.

Are there resources to understand how to run the daily and monthly Quality Control (QC) tests for the TearLab System?

Yes, the instructions for running the QC tests are available from your TearLab representative, on the TearLab website, and on our Tech Training page.

Why do we need to run daily and monthly Quality Control (QC) tests?

The QC tests are a part of Good Laboratory Practice and a requirement for your CLIA license, so you must log daily and monthly tests in the log book provided by TearLab.

The TearLab QC procedure will assure you that you are getting accurate test results that you can depend on for proper patient management, even if they appear contrary to your initial clinical opinion. They will ensure that:

1. The instrument is accurate and has maintained its calibration.
2. The Test Cards are accurate and were not damaged in shipment or storage.
3. The operator is performing the test properly, i.e., entering the correct Test Card code when performing a test.
4. Environmental conditions, i.e. external heating and cooling sources, are not affecting the measurements.

Why should I set up a Dry Eye protocol?

It is essential that protocols and procedures be established to ensure that a focus on dry eye does not disrupt an efficient and effective patient flow. Establishing a Dry Eye Protocol will help your clinic run smoothly by giving your staff a clear process to follow and ensuring that charts are documented to show medical necessity for insurance and reimbursement requirements.

A proper dry eye protocol will instruct the staff which patients should be tested before other tests are performed. It is important that eye drops are not administered before the TearLab test as it will dramatically impact the tear concentration and may result in an incorrect diagnosis. Although a protocol is in place, it is essential that you review the documentation in the patient chart before signing it to confirm you intended for the test be performed and it was appropriate and medically necessary. For more information about diagnostic codes, click here.

How do I set up a Dry Eye Protocol?

Your protocol should include a dry eye symptoms questionnaire (you can use the TearLab provided questionnaire or another type) and a determined number or type of symptoms, or a particular score, which will justify the need for further testing. To learn how to build your dry eye protocol, click here.

How should I ask the staff to implement a symptoms questionnaire and adhere to the protocol?

"A standardized questionnaire helps provide great patient care by asking about symptoms which cause discomfort, or importantly, may impact visual acuity. This may unveil dry eyes, computer vision syndrome, or issues that may affect eye glass or contact lens prescriptions. Using a dry eye questionnaire is not only more effective than taking a standard patient history to screen for dry eye, but by using it consistently, it is the best way to monitor dry eye symptom resolution from treatment."

How should I explain the TearLab test to the Billing Department?

The billing department should understand the importance of the TearLab test just like the front desk staff. They should also understand that it will be billed as a laboratory test, something that may be new to them, and if billing issues arise, they should always consult with the TearLab Reimbursement Specialist to assist in an acceptable resolution. This way they are more receptive to adopting the process if they understand the financial benefit and/or your motivation to start offering it.

Whatever your reasoning is, by having your billing department know the clinical value of the test to patients and what your goals are with implementing it into the practice, the more they will adopt it.

How do I contact my dedicated TearLab support team?

If you do not have the contact information of each team member on hand, feel free to call us at 1-855-TEARLAB and we will connect you with the appropriate person.