



MALAYSIAN OPTICAL COUNCIL
MEDICAL PRACTICE DIVISION
MINISTRY OF HEALTH MALAYSIA

**PRIVATE OPTOMETRY FACILITIES AND SERVICES GUIDELINES :
FOR OPTOMETRIST AND OPTICIANS**

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1.0 INTRODUCTION

Private healthcare facilities in Malaysia are governed under the Private Healthcare Facility Act 1998 (Act 586). Optometry facilities and services however are not governed under this 586 Act. To date there is no guideline for optometry facilities and services in Malaysia. Hence, MOC take the initiative to develop a guideline to facilitate provider of optometry facilities and services.

This guideline serves as a set of standards that needs to be complied with for the purpose of private optometry practitioners practice set up, training activities (under-graduate/pre-registration) and audits. The purpose of this guideline is to ensure the quality of the private optometry practitioners practice for the benefit of consumers/patients.

As a start, the guidelines will serve as guidance and learning in providing awareness, education and advocacy to providers of optometry facilities and services. In the future, it will serve as a guideline for the local authority to issue business license.

This guideline is subject to other laws/acts enforced in Malaysia.

2.0 OBJECTIVE

- 2.1 Provide guidance to providers of optometry facilities and services to always comply with the minimum standards and specified specifications.
- 2.2 To ensure the optometry services rendered in the private are safe and of good quality to the consumer/patient.

3.0 INTERPRETATION

- 3.1 'Optometry' refer to the practice relating to comprehensive provisions of eye and vision care including refraction and dispensing, detection/diagnosis and management of eye diseases, and rehabilitation of vision system conditions.
- 3.2 'Optometrist' refer to an optometrist who is registered under section 19 Optical Act 1991.
- 3.3 'Optician' refer to an optician registered under section 18 Optical Act 1991.
- 3.4 'Optometry facilities and services' refer to optometry facilities and services provided by professions governed under the Optical Act 1991 or any party that carries out activities related to optometry.
- 3.5 'Optometry practitioners' refer to optometrist registered under the section 18, and optician registered under the section 19, Optical Act 1991.

- 3.6 'Customer/patient' refers to a person who get a service or a person who deal (companion/next of kin) with private optometry facilities and services.
- 3.7 'Employer' refers to a person responsible for providing employment, employing, working or owning an optometry facilities and services.
- 3.8 'Preliminary eye examination' refer to Visual Acuity assessment, near point of convergence (NPC), near point of accommodation (NPA), extraocular muscle movement (EOM), Hirschberg, pupillary response, pupillary distance measurement, color vision, stereoacuity, cover test and visual field confrontations.
- 3.9 'Anterior eye examination' refer to measurement of keratometry, slit lamp examination, ocular adnexa, Van Herrick technique, tears assessment, applanation tonometry, corneal topography*, pachymetry*, biometry* (* optional).
- 3.10 'Posterior eye examination' refer to examination of vitreous and retina using slit lamp with additional lens / direct or indirect ophthalmoscopy / fundus photography / Optical Coherent Tomography (OCT)

4.0 PREMISES

4.1 Location

The premises are located within the management of the Local Council, where appropriate.

Optometry practices need to comply with the Local Authority laws.

The optometry premises cannot be shared with any other non-optometry related practices and businesses

4.2 Examination Room

The examination room should

- Properly designated area, private and comfortable
- Has a vision testing distance of a minimum 1.5 meter using a mirror (depending on chart used)
- has adequate illumination of 400 - 600 lux (Graefes Arch Clin Exp Ophthalmol 2016)
- proper equipment according to service rendered
- enable safe and efficient workflow
- has faucet and sink if practicing contact lens

4.3 Signboard & Advertisement

Optometry practice signboard must project the professional image of an optometry practice.

No advertisement is permitted on any optometry signboard. This applies to signboards of both existing and new optometry businesses.

Any form of products advertisements displayed to public must be in accordance with the relevant legislations/guidelines.

The types of services offered should be displayed clearly **inside the premises**.

Examples of services are:

- Diabetic Retinopathy screening
- Specialty contact lenses
- Low Vision Rehabilitation and Devices
- Myopia control
- Vision therapy

Notice of the optometrist(s) or optician(s) on duty to be displayed must include:

- Name of optometrist(s) or optician(s)
- Time and date/day of duty
- Photo

Registration Certificate and Annual Practice Certificate for the optometrist or optician in-charge should also be displayed clearly.

Designated areas are indicated clearly, such as "Examination Room", "Dispensing Room" or etc.

4.4 Facilities & Equipment

Optical appliances and contact lenses should be displayed in a neat and tidy manner thus projecting a professional image.

Optometry practitioner's office (optional).

Air conditioner with schedule maintenance to ensure the stability of optics of the equipment, contact lens solution and for the comfort of staff and customers/patients.

Equipment:

- a) Equipment and devices are calibrated and in good conditions at all time and plan preventive maintenance done accordingly.

- b) Trial contact lens must be kept in a proper place and cleaning must be done according to schedule.
- c) Computerized system preferably for keeping of patient examination record or cabinets for the storage of patients' records

Other requirements (optional)

- Entrance should be accessible to wheelchairs and pushchairs
- Adequate toilet facilities, clean and in good condition
- Dedicated room for in-house therapy

4.5 Occupational and safety requirements

The premises should be safe for the public and staff working in the practice. Must comply with all statutory requirements where appropriate:

- Appropriate fire escape way
- Fire alarm
- Fire extinguisher
- Occupier's indemnity

4.6 References

The following references should be available:

- Code of practice for optometrists and opticians
- All relevant legislation
- MOH Optometry Services SOP

5.0 PRACTICE AND SERVICES

5.1 Service

A) Optometrist

Essential services

- Basic optometry examination (history taking, preliminary eye examination, refraction, post refractive eye examination)
- Paediatric Optometry
- Binocular Vision management
- Contact Lens clinic
- Low Vision Rehabilitation
- Cataract Screening
- Dispensing of glasses

Specialty services

- Primary Eye Care (anterior and posterior eye examination)
- Diabetic Retinopathy Screening
- Glaucoma Screening
- Vision Therapy
- Specialty Contact Lenses
- Ortho-K Lens
- Myopia Control

B) Optician

- Refraction
- Contact Lens (with pink certificate)
- Dispensing of glasses

5.2 Products

All contact lens in the practice must be registered with Medical Device Authority.

5.3 Personnel

a) Optometrists

- Registered with Malaysian Optical Council
- Have updated Annual Practising Certificate
- Observe the Code of Practice for Optometrist and Optician
- Comply with all the legislations in Malaysia
- Name tag should have the word "Optometrist"
- Notice and photograph of the optometrist on duty must be displayed with the duty hours

b) Opticians

- Registered with Malaysian Optical Council
- Have updated Annual Practising Certificate
- Observe the Code of Practice for Optometrist and Optician
- Comply with all the legislations in Malaysia
- Dress code must project a professional image
- Name tag should have the word "Optician"
- Notice and photograph of the optician on duty must be displayed with the duty hours

c) Management Assistant

- Suitable qualification
- Suitable number of personnel

The roles of sales assistants are to help in choosing frame and do sales. They are not allowed to do eye examination in the absence of optometrists/opticians.

5.4 Records

Records and documentations should be kept and updated systematically.

5.5 Eye examination

Optometrist/optician must be made available for all eye examinations during the operating hours.

6.0 STANDARD OPERATING PROCEDURES

Refer to *Prosedur Operasi Standard*

- i. *Perkhidmatan Penjagaan Mata Primer Dalam Kalangan Optometris Swasta*
- ii. *Perkhidmatan Optometri Asas*
- iii. *Penjagaan dan Pemulihan Penglihatan Menggunakan Kanta Lepak*
- iv. *Perkhidmatan Penjagaan Pesakit Anomali Penglihatan Binokular*
- v. *Perkhidmatan Penjagaan dan Rehabilitasi Visual Pesakit Penglihatan Terhad*
- vi. *Perkhidmatan Penjagaan Pesakit Optometri Pediatrik*
- vii. Clinical Practice Guideline: Screening of Diabetic Retinopathy

7.0 SERVICE STANDARDS

7.1. General Service Standards

7.1.1. Infection control

(a) Employer shall be responsible for the development of an infection control system with measures developed to prevent, identify and control infection acquired in or brought into the facility.

(b) Employer shall institute adequate measures to safeguard all personnel and the environment against biological hazards.

(c) Employer shall comply with any directives or guidelines issued by the Director General on managing infection control, especially during outbreaks of infectious disease.

7.1.2. Attendance and referral

- (a) Employer shall keep and maintain an attendances and referrals for all customer/patient that received eye examination.
- (b) Employer shall take reasonable steps to ensure that the following information is entered at every visit or follow-up in the attendance and referral in respect of each customer/patient:
 - i. full name;
 - ii. identification card number;
 - iii. date of visit;
 - iv. time of visit;
 - v. gender;
 - vi. age;
 - vii. ethnic group;
 - viii. nationality; and
 - ix. referral, if any.
- (c) With regard to referral form, employer shall:
 - i. take reasonable steps to ensure that where a customer/patient is referred to another healthcare facility or service, a referral form in accordance with paragraph (ii) is completed and the original is sent with the customer/patient and a copy filed in the customer/patient's record at the referring facility; and
 - ii. ensure that a referral form contains, at a minimum, the following information:
 - customer's/patient's name, address, date of birth and gender;
 - identification card number;
 - referring facility and where referred;
 - referral date;
 - Provisional diagnosis on referral;
 - Procedures performed at the transferring facility, if any;
 - Referring registered optometry practitioner's name and signature; and
 - Note of any reports sent with the customer/patient, if any.

7.1.3. Service Delivery *Telehealth/ Home-based/ Mobile Service*

- (a) Consultation through telehealth such as through telephone, email and video conferencing can be delivered to customer/patient as needed and appropriate.
- (b) Service delivery through telehealth/ home-based/ mobile service shall adhere to customer/patient privacy and confidentiality and comply with relevant current laws or regulations.
- (c) Customer/patient personal and clinical information must be documented and stored systematically and easily traced.

7.1.4. Customer's/patient's Record Management

(a) Record system

- i. Employer must ensure that facility shall have an appropriate customer's/patient's record system comprising of facilities, procedures and organization for keeping customer/patient's record.
- ii. Employer shall ensure that a separate customer's/patient's record is kept for each customer/patient where each customer/patient is assigned with a registration number.
- iii. Employer shall be responsible to safeguard the information on the customer's/patient's record against loss, tampering or use by unauthorized persons.

(b) Customer's/patient's record

- i. A customer's/patient's record is the property of optometry facility.
- ii. No customer's/patient's record shall be taken out from the optometry facility except under a court order and when taken out under a court order, a copy of the records shall be retained by the facility and the original records shall be returned to the facility at the end of the proceedings for which the records were directed to be procured.
- iii. Employer shall ensure that for each attendance, each customer's/patient's record shall have, at a minimum, the following information:
 - registration number;
 - customer's/patient's name, address, date of birth and gender;
 - name and contact details of next of kin or legal guardian;
 - relevant clinical details of the customer/patient including:

- clinical history on attendance;
 - type of procedures/treatment including of evaluation, result of evaluation, plan of treatment shall be recorded in customer's/patient's record either physically or electronically;
 - known allergies and drug sensitivity;
 - current medication; and
 - result of any relevant diagnostic test;
- iv. customer's/patient's information or medical report can only be given to next of kin or legal guardian as consented by the customer/patient.
- v. Consent form to receive treatment must be filled either written/digital/braille, if necessary, by the customer/patient.
- (c) Retention of customer's/patient's record
- i. Employer shall ensure that all original customer's/patient's record or documents relating to such records shall be preserved at least for the period as specified under any written law pertaining to limitation period.
- ii. In a case where a facility is transferred to a new employer, the transferring employer shall ensure that the customer's/patient's records are also transferred to the new employer. All customer's/patient's basic/personal information are recorded completely.
- (d) All customer's/patient's personal data must be kept and preserved according to any related written law and regulation.

7.2. Continuous Professional Development

- a) To ensure systematic lifelong learning and professional development among registered optometrist and opticians, Malaysia Optical Council will encourage all optometry practitioners to register and actively claims CPD points in MyCPD 2.0 system.
- b) The 63rd Malaysia Optical Council Meeting has endorsed a minimum of 20 points (actual points) for the application/renewal of Annual Practice Certificate(APC). However, this requirement will only be enforced once the new act has been successfully amended.

8.0 REFERENCES

- a) Optical Act 1991 and Optical Regulations 1994.
- b) Private Healthcare Facilities And Services Act 1998.
- c) Private Healthcare Facilities and Services (Private Medical Clinics or Private Dental Clinics) Regulations 2006 - P.U.(A) 137/2006.
- d) Standalone Private Allied Health Facilities and Services Guidelines BSKB KKM
- e) Unified Public Consultation Closure Report : Guideline For Optometry Facilities and Services 2023 MOC KKM