

MEETING MATERIALS
NEVADA STATE BOARD OF OPTOMETRY
Board Meeting January 27, 2022

Section numbers correspond to numbered Agenda items.

NEVADA STATE BOARD OF OPTOMETRY



REVISED AGENDA & NOTICE OF PUBLIC MEETING

The Nevada State Board of Optometry will hold a **telephonic** meeting on
Thursday, January 27, 2022, at 12 Noon.

The public is invited to attend telephonically.

Dial **(716) 427-1148** and, when prompted, enter Access code: **292304#**
Please note that this call-in information has changed from previous meetings.

FIRST REVISED NOTICE OF PUBLIC MEETING AND AGENDA

***Indicates action may be taken.**

1. Call to Order, Roll Call, Welcome, Introductions. (No action)
2. Public Comment. (No action)
3. ***For Possible Action.** Consideration and approval of the proposed **minutes** of the November 11 and 22, 2021, Board meetings.
4. ***For Possible Action. Proposed changes to Board Policies regarding CE.**
 - a. Proposed **retroactive pre-approval of CE** programs offered by Sacramento Valley Optometric Association. Brittany Nannini, O.D.
 - b. Proposed **changes to CME as acceptable Optometry CE, effective March 1, 2022.** Vice President Jeffrey Austin, O.D.
 - c. Proposed **elimination of certain Pre-approved CE providers.** Vice President Jeffrey Austin, O.D.
5. ***For Possible Action.** Consideration of **contract proposal** by Thentia Cloud for Government for **customer management software designed for regulatory boards.** Presentation by Caren C. Jenkins, Executive Director and Q&A by Amanda Prescia, Thentia Account Executive and Head of Government Relationships-Southwest Territory.
6. Executive Director's Report. Renewal status, rebate status, other issues to report. (No action)

8. Announcements, items for future consideration. (No action)
9. Public Comment. (No action)
10. ***For Possible Action.** Adjournment.

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FY 2021-2022 Regular meeting schedule Tuesdays at Noon by telephone:
March 24, 2022, May 19, 2022 (possible live meeting), July 21, 2022, September 22, 2022,
and November 17, 2022.

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❖ The Board is pleased to make reasonable accommodations for any member of the public who has a disability and wishes to attend the meeting. If special arrangements for the meeting are necessary, please notify the Nevada State Board of Optometry, in writing at P.O. Box 1824, Carson City, Nevada 89702; via email at admin@nvoptometry.org or call 775-883-8367 as far in advance as possible.

❖ To request an advance copy of the supporting materials for any open session of this meeting, visit the Board website at <https://nvoptometry.org/> or contact Executive Director Caren Jenkins at admin@nvoptometry.org or call 775-883-8367.

❖ This Agenda and supporting materials are posted and are available not later than the 3rd working day before the meeting from the Board's website at <https://nvoptometry.org/>. This Notice of Public Meeting and Agenda was posted in compliance with NRS 241.020, as amended by Assembly Bill 253, adopted in the 81st (2021) Legislative Session of the Nevada Legislature (effective on May 31, 2021), before 9:00 a.m. on the third working day before the meeting at the following locations:

- Nevada State Board of Optometry, P.O. Box 1824, Carson City, NV 89702
- Nevada State Board of Optometry's website: <https://nvoptometry.org/>
- Nevada Public Notice Website: <http://notice.nv.gov>

**Agenda item No. 3 - Proposed minutes
November 11, 2021 and
November 22, 2021**

NEVADA STATE BOARD OF OPTOMETRY



MINUTES OF PUBLIC MEETING

November 11, 2021

1. **Call to Order and Public Comment.** President Mariah Smith, O.D. opened the telephonic meeting at 12:04 p.m. and asked for public comment. No public comments were offered.
2. **Roll Call.** President Mariah Smith, O.D., Jeff Austin, O.D., Chen Young, O.D., and Drew Johnson were all in attendance. Also, present were Executive Director Caren C. Jenkins, Board Counsel Chief Deputy Attorney General Rosalie Bordelove, Esq., and members of the public, including Tiffany Bengoa, and Shaune Wallace, O.D.
3. **Consideration and approval of the proposed minutes of the July 13, 2021, Board meeting.** All members having had an opportunity to consider the proposed minutes, Mr. Drew Johnson moved, and Dr. Austin seconded the motion to adopt the minutes without correction. Unanimous passage.
4. **Consideration of Requests for Declaratory relief.**
 - A. **Prescribing *Acthar Gel* injections** – Upon the request of a licensee, the Board considered whether a Nevada optometrist could prescribe *Acthar Gel* for patient self-injection. Dr. Austin moved to reject the premise on several levels, most particularly that optometrists may not prescribe the material under the authority granted them in NRS 636.0215. Dr. Young seconded the motion. The motion passed unanimously.
 - B. **Time permitted to transfer practice ownership after death of optometrist.** Dr. Chen Young moved to allow, and at the next opportunity, to attempt to revise the statutes to include, a limitation of 12 months for a surviving spouse to transfer an optometry practice to a licensed optometrist upon the death of the owner. Dr. Austin seconded the motion. The motion passed without opposition.
5. **Consideration of Potential Changes to Legislation, Regulation and Policy.**
 - A. Rosalie Bordelove, Esq. provided an overview of the process of changing statutes, regulations, and policies: timeline, information, and processes.
 - B. Conceptual changes to the optometry laws were discussed by all Board members.
 - a. Regulation of optometrists' supervision of students v. assistants/employees.

- b. Optometrist inclusion in Professional Entities (PC/PLLC) under Chapter 89.
 - c. Require post-CE test for non-live CE and extend COPE Policy through 7/1/2022.
 - d. Revise opioid CE requirement to prescribe only Categories 3-5.
 - e. Optometrist CLIA waiver access.
 - f. Codify 2-year expiration for glasses Rx/no lensometry repro without valid Rx.
 - g. Can a non-optometrist own any portion of an optometry practice?
- C. Board discussion and determination of next steps. President Mariah Smith, O.D. moved to begin the necessary steps for the next legislative session for items a, b, e, f, and g. Dr. Chen Young seconded the motion. Motion passed unanimously.

6. Executive Director's report.

A. Executive Director Caren Jenkins presented the Budget and finance matters.

- a. Caren Jenkins reported on the FY 2021 audit status, indicating that Casey Neilon would be ready to submit the audit to the Legislative Counsel Bureau by the December 1, 2021. It will be brought before the Board for approval and adoption at the next Board meeting.
- b. FY 2022 Budget proposal and determination of "adequate" reserves. Drew Johnson gave praise to Caren for her fiscal management. Drew Johnson proposed that the Board retain a full year of funds in reserves. Chen Young, O.D., Caren Jenkins and Jeff Austin agreed with keeping a full year in reserves.
- c. Caren Jenkins presented various options to spend-down excess reserves and asked for other proposals from the Board members.
 - i. OE Tracker Access for each licensee (approx. \$8,000/ biennium)
 - ii. ARBO CE Auditing Services (approx. \$10,000/biennium after initial set-up)
 - iii. One-time \$200 per licensee credit toward renewal 2022 (\$112,000)
 - iv. Revise our Board website(approx. \$30,000)
 - v. Ratification of President Smith's 10/29/21 approval to eliminate processing fees for credit card use (approx. \$8,000/biennium)

President Mariah Smith moved that the Board ratify her prior approval to eliminate the 3.5% processing fees for credit card use to our licensees. Jeff Austin seconded the motion. Motion passed unanimously.

President Smith moved to reduce our reserves to a one-year operating expense, plus set aside \$40,000 for 2023 lobbying, and \$30,000 for our website, with the remainder of our reserves to be refunded by the end of the fiscal year to those licensees who have held their license for the last 4 consecutive years or longer. Dr. Chen Young seconded the motion. Motion passed with all in favor.

B. Announcements: Caren Jenkins reported on emails and questions from licensees and reported scam phone calls being received by Nevada optometrists from callers alleging to be Board staff members asking for credit card information.

7. Public Comment. Dr. Young gave thanks to each Board member and staff who made the last 9 years of his tenure so rewarding.

8. Adjournment. Motion to adjourn at **2:12** p.m. by Dr. Young, seconded by Dr. Smith. Unanimous motion carried.

FY 2021-2022 Regular meeting schedule Tuesdays at Noon by telephone: January 27, 2022, March 24, 2022, May 19, 2022, July 21, 2022, September 22, 2022, and November 17, 2022. Additional meetings may be called on an as-needed basis.

These minutes were considered and approved by majority vote of the Nevada State Board of Optometry at its meeting on January 27, 2022.

Caren C. Jenkins, Executive Director

DRAFT

NEVADA STATE BOARD OF OPTOMETRY



MINUTES OF PUBLIC MEETING

November 22, 2021

1. **Call to Order and Public Comment.** President Mariah Smith, O.D. opened the telephonic meeting at 11:53 a.m. and asked for public comment. No public comments were offered.
2. **Roll Call.** President Mariah Smith, O.D., Jeff Austin, O.D., Chen Young, O.D., and Drew Johnson were all in attendance. Also, present were Executive Director Caren C. Jenkins, and members of the public, including Niki Neilon of Casey Neilon CPAs.
3. **Consideration and approval of 2021 Audit.** All members having had an opportunity to consider the proposed Audit and a brief presentation by Ms. Neilon and Ms. Jenkins, Member Johnson remarked that the audit showed a clean record the Board's fiscal responsibility. After a brief discussion, Dr. Austin made, and Mr. Drew Johnson seconded a motion to adopt the audit as presented and to forward it to the Legislative Counsel Bureau for consideration. Unanimous passage.
4. **Proposed revision of previous decision to provide rebates to licensees.**
Ms. Jenkins proposed, after preparing to implement the approval of rebates to existing licensees, to revise the process to coincide with renewals. She proposed that it would be a simple process to issue a rebate to the credit card or checking account used to renew a license in 2022 upon completion of the renewal. She also mentioned that not all licensees participated in the years in which the reserves accumulated. Mr. Drew Johnson made, and Dr. Chen Young seconded a motion to direct staff to rebate \$375 per licensee who has held his or her license four years or more. The motion passed unanimously.
5. **Consideration and adjustment of staff compensation.**
Executive Director Caren Jenkins presented the history of her salary negotiation and adjustments to her compensation since her hire in 2016. Her initial salary, using the employer-paid option was approximately \$88,000. In July 2017, she received a 3% COLA. In 2018, the Board provided her a \$5500 bonus. In July 2019, she received a 3% COLA and a 5% Merit salary increase. Since July 2019, her compensation has not been adjusted, and her annual salary currently is \$102,375, using the Employer-paid scale.

Dr. Smith noted that Ms. Jenkins had been a great asset to the Board and deserves more. Mr. Johnson noted the NRS 281.123 limit on salaries to 95% the Governor's salary, and that AB 385 passed this last legislative session to amend the definition of "salary" to include any bonuses. All Board members expressed appreciation for Ms. Jenkins' work.

Mr. Johnson made, and Dr. Young seconded a motion to provide an immediate \$5,000 one-time bonus to Ms. Jenkins, and a 5% one-time bonus to Ms. Nancy Padilla, and to implement any COLA approved by the Nevada Governor for other State Employees, if and when that takes place. The motion carried unanimously.

6. Public Comment. No public comment was offered.

7. Adjournment. Motion to adjourn by Mr. Johnson, seconded by Dr. Young.. Unanimous motion carried.

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These minutes were considered and approved by majority vote of the Nevada State Board of Optometry at its meeting on January 27, 2022.

Caren C. Jenkins, Executive Director

**Agenda item No. 4 -
Proposal to add SVOS to pre-approved CE provider list**

ABOUT US

ABOUT SVOS

SVOS is the local affiliate of the California Optometric Association, one of twenty-five such societies in the state.

Of these, SVOS is one of the largest and most influential, boasting over 170 member doctors. Our footprint stretches from Fairfield to Lake Tahoe, with Sacramento right in the center. Our proximity to the Capitol allows our members a unique opportunity to be very involved in the legislation of our profession, including attending events like COA's Legislative Day. Meanwhile, having VSP Headquarters in our backyard also provides insight into the inner workings of the business of optometry.

Our members receive many benefits from their membership including free attendance at our General Meetings which occur six to seven times each year. These meetings are held on the third Tuesday of the month and are a great way to interact with your colleagues, network with potential employers and earn CE credits.

FOLLOW US



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OCULAR SYMPOSIUM

MARCH 6-8, 2022

six hours of virtual-live CE

two hours of CE each day

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VIRTUAL PROGRAM

- Managing Your Patient's Glaucoma: From the Classic Case to the Conundrum 9:00 AM-11:00 AM



March 7, 2022

- How to Fit Scleral Lenses and Advancements in Scleral Technology 6:30 PM-8:30 PM



March 8, 2022

- Uveitis: Demystifying the Haze 6:30 PM-8:30 PM



REGISTRATION RATES

[Click here to register](#)

Virtual Ocular Symposium

March 6 - 8, 2022

Six hours of virtual-live CE!

Two hours of CE each day, one low registration rate!

Event schedule

Here's what's scheduled for the event.

March 6, 2022

- > **Managing Your Patient's Glaucoma: From the Classic Case to the Conundrum**

9:00 AM-11:00 AM

March 7, 2022

- > **How to Fit Scleral Lenses and Advancements in Scleral Technology**

6:30 PM-8:30 PM

March 8, 2022

- > **Uveitis: Demystifying the Haze**

6:30 PM-8:30 PM

Registration rates

Below is all of the pricing information.

Admission Items

Non member registration

\$100.00

SVOS, COA, AOA member registration

\$75.00

Register Now

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Register By

March 4, 2022

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[MENU](#)

Our Physicians

[Home](#) [Our Physicians](#) [Joel A. Pearlman, MD,...](#)

Joel A. Pearlman, MD, PhD

Medical School:
Baylor College of Medicine, Houston

Ophthalmology Residency:
The Wilmer Institute, Johns Hopkins University, Baltimore

Retinal Fellowship:
The Wilmer Institute, Johns Hopkins University, Baltimore

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Dr. Pearlman grew up in Brooklyn, New York and graduated Valedictorian from Cherry Hill East in New Jersey.

He is a magna cum laude graduate with a Bachelor of Arts degree in Biochemistry from Harvard University. He received his M.D. degree from Baylor College of Medicine, receiving an award for Outstanding Performance in Clinical Sciences, and graduating Alpha Omega Alpha (top 10% of his class). At Baylor, he also went on to receive his Ph.D. in cell biology, and was awarded the Outstanding Performance in Basic Sciences Award. During his internship, Dr. Pearlman received The Intern of the Year Award.

He completed his Ophthalmology Residency at The Wilmer Eye Institute at Johns Hopkins in Baltimore, Maryland. He stayed at The Wilmer Institute as a medical and surgical Retinal Fellow for an additional two years. Here, he received a Heed Fellowship, the Knapp Fellowship, and the Ronald G. Michels Fellowship. He was awarded the Special Resident Teaching Award and a Ronald G. Michels Research Grant.

Following his Fellowship, Dr. Pearlman served as the Assistant Chief of Service at the Wilmer Eye Institute, where he taught ophthalmology residents and performed complex eye and trauma surgery. He joined the faculty at UC Davis for a year where he enjoyed teaching the residents, and joined Retinal Consultants in 2003.

"A Doctor who always gives special care and complete understanding to his patients! Thankful every visit he tells me what to expect and how my progress is going! Over 10 years I continue to be blessed with his kindness!"

Dr. Pearlman is a member of the American Society of Retina Specialists, the American Academy of Ophthalmology, and the American Medical Association. He has coauthored several papers and book chapters on retinal blood vessel growth factors and on eye trauma. He has served as Program Director of the ALTA Ophthalmologic Society.

Dr. Pearlman enjoys interacting and caring for his patients, has an active family life, and enjoys working on computers.

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Jacqueline Theis, OD, FAAO

[CE/Events](#) > [Optowest](#) > [OptoWest - San Francisco 2019](#) > [Education](#) > [Speakers](#)



Jacqueline Theis, OD, FAAO



Dr. Theis is a Clinical Instructor at the UC Berkeley School of Optometry and is the Chief of the newly founded UC Berkeley Sports Vision Clinic which provides research and clinical care in post-concussion vision problems and sports vision performance. She has residency training in binocular vision, neuro-optometry, and vision therapy and performs clinical research in partnership with UC Berkeley Intercollegiate Athletics and Sports Medicine in vision changes post-concussion. Dr. Theis works as a neuro-optometrist for Kaiser

Permanente in San Rafael and Petaluma, treating patients with double vision and vision problems from systemic and neurological disease including stroke and traumatic brain injury. In addition, Dr. Theis works as a sports vision consultant, working with athletes and teams to enhance their performance. She is a fellow of the American Academy of Optometry and an active member of the American Optometric Association, California Optometric Association, and the Neuro-Optometric Rehabilitation Association. She is a national lecturer in neuro-optometry and sports vision, and has a keen interest in understanding and improving visual performance.

Which classes will you find her teaching?

[102 - Neuro-Ophthalmological Emergencies Presenting in Primary Care Optometry \(TPA\)](#)

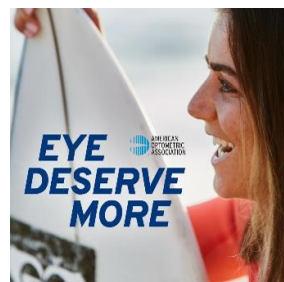
[104 - Concussion - An Evidence-Based Approach to Optometric Management \(OTHER\)](#)

[Speakers](#)

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Natalie Anne Homer, M.D.

📄 Printable PDF (/team/eyecenter/pdf/42860/natalie-homer---ophthalmic-plastic-and-orbital-surgery---cosmetic-facial-surgery-sacramento)

⬇️ Download vCard (https://physicians.ucdavis.edu/vCard/42860)

Specialties

Ophthalmic Plastic and Orbital Surgery

Cosmetic Facial Surgery

Department

Ophthalmology & Vision Science (<http://www.ucdmc.ucdavis.edu/eyecenter/>)

Title

Assistant Professor, Division of Clinical Ophthalmology

Reviews

4.8 out of 5

148 Ratings | 33 Comments

About Our Survey (<https://health.ucdavis.edu/medicalcenter/patient-survey-information/index.html>)

To see if Natalie Anne Homer is accepting new patients, or for assistance finding a UC Davis doctor, please call
800-2-UCDAVIS (800-282-3284) (tel:1800-282-3284).

► Location, Directions and Contact Info

Overview

Education

Honors

Publications

Dr. Homer aims to provide comprehensive ophthalmic plastic and reconstructive surgical care to her patients. She also enjoys improving patient confidence and self-esteem through restorative cosmetic facial surgery. In addition to clinical care, Dr. Homer strives to educate and inspire young medical trainees as an assistant professor in the UC Davis Department of Ophthalmology.

Clinical Interests

Dr. Homer completed her ophthalmology residency at Harvard Medical School and subsequently received specialty training in plastic and reconstructive surgical procedures of the eyelids, orbit, nasolacrimal system and face. She completed an additional fellowship through the American Academy of Cosmetic Surgery, training in procedures including rhytidectomy (facelift), platysmaplasty (necklift), forehead/brow lift, blepharoplasty (upper and lower eyelid lift) and autologous fat transfer. Dr. Homer is involved in numerous research endeavors, lectures at national subspecialty conferences, and educates young trainees as an assistant professor in the UC Davis Department of Ophthalmology.

Research/Academic Interests

Dr. Homer has performed research in the areas of orbital oncology, orbital and facial trauma, periorbital infections, eyelid and facial reconstruction, facial nerve palsy, pediatric orbital and adnexal disorders, nasolacrimal surgery, thyroid eye disease, cosmetic and functional surgical outcomes, wound healing, and oculoplastic fellowship education.

Division

Ophthalmology

Center/Program Affiliation

Eye Center (<http://www.ucdmc.ucdavis.edu/eyecenter/>)

Reviews

 About Our Survey (<https://health.ucdavis.edu/medicalcenter/patient-survey-information/index.html>)

4.8

Easy to Understand Explanations

4.8

Listens Carefully and Includes Me in Decisions

4.8

Easy to Understand Care Instructions

4.9

Shows Respect and Concern for Me

4.9

Overall Rating/Would Recommend

- 5 33 Comments
- 4 0 Comments
- 3 0 Comments
- 2 0 Comments
- 1 0 Comments

4.8 out of 5 (148 Ratings, 33 Comments)

Nov 18, 2021 Dr Homer was excellent

Nov 4, 2021 Forgot questions: How long is the surgery? What are the side effects?

Nov 4, 2021 Dr. Homer is one of those few doctors who can "translate" complex surgical / medical terms to the plainest of language. She informs you thoroughly, with language you understand. She is pretty amazing! Her demeanor is professional, attentive and respectful.

Oct 26, 2021 Dr. Homer is great and has helped me tremendously!

Oct 26, 2021 I was so impressed by this young woman's knowledge and compassion she was genuinely concerned about not only my eye but about me and I asked her are you the one doing the surgery and she said yes I was so relieved because I believed that she cared

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Mark T. Dunbar, O.D., F.A.A.O.

Bascom Palmer Eye Institute
University of Miami, Miller School of Medicine
900 N.W. 17th Street
Miami, FL 33136
(305) 326-6000 X 4042
Fax: (305) 482-5141
e-mail: mdunbar@med.miami.edu

On Staff since January 12, 1987



CURRENT POSITIONS

Director of Optometric Services (1999 to present)

Residency Supervisor (May 1994 to present)

EDUCATION

Ferris State University, Big Rapids, Michigan

Degree: Doctor of Optometry, May 24, 1986

FELLOWSHIP/Residency:

Omni Eye Services of Lexington, KY

June, 1986 - January 1987

Clinical Director - Howell M. Findley, O.D.

PROFESSIONAL AFFILIATIONS

Optometric Glaucoma Society, 2002-Present

- Founding Fellow
- Executive Board Member
- Co-Chairman, Membership Committee

Optometric Retina Society, 2003-Present

- Founding Fellow

- Executive Board Member
- Treasurer 2002-2008

Fellow in the American Academy of Optometry, Orlando, FL, December 1996-Present

Florida Optometric Association, 1988-Present

Southern Council of Optometry, 1988-Present

Dade County Optometric Association, 1988-Present

Kentucky Optometric Association, 1986

American Optometric Association, 1982-Present

ADJUNCT FACULTY

Nova Southeastern University, College of Optometry (Clinical Assistant Professor)

New England College of Optometry

COMMITTEES

Special Advisory Committee to the President of the American Academy of Optometry (AAO), 2007-Present

Scientific Poster Committee for the AAO (2006-Present)

Florida Optometric Formulary Committee, August, 1991 - Present (One of 2 optometrists, 5 total on committee)

AOA Medical Eye Care Committee: 2008-2010

AOA Diabetes Eye Care Project Team: 2006-2007

Florida Optometric Association Continuing Education Committee, June 1993 - Present

Chairman 1994-95

State Steering Committee for the Visually Impaired, September, 1988 -1991

PROFESSIONAL ACTIVITIES

Editorial Board, Macular Degeneration Society

Editorial Board, Review of Optometry

Editorial Board, Advanced Ocular Care

ADVISORY PANELS/BOARDS

Allergan Optometric Advisory Panel

Carl Zeiss Meditec Optometry Advisory Board

Artic Dx Optometry Advisory Board

Alcon Nutritional Advisory Board

Alcon OD Strategic Glaucoma Advisory Panel

Vision Expo Continuing Education Advisory Board East and West: 2005-Present

AWARDS

Springer Lecture Award, University of Alabama at Birmingham College of Optometry Alumni Meeting, Birmingham, AL, August 16, 2008

PEER REVIEWED PUBLICATIONS

Shechtman D, Dunbar MT. The Expanding Spectrum of Vitreomacular Traction Syndrome. J Am Optom Assoc 2009; 80(12):681-687.

Donaldson ED, Dunbar MT, Karp, CL. Evaluation and treatment of children with ocular rosacea
Cornea Jan 2007.

Broecker E, Dunbar MT. OCT Interpretation and Application. J Am Optom Assoc 2005; 76:79-101.

McCleary CD, Guier, Dunbar MT. Clinical distinction of idiopathic polypoidal choroidal vasculopathy. J Am Optom Assoc 2004; 75:756-70.

Hunter MA, Dunbar MT, Rosenfeld, P. Retinal angiomas proliferation in age-related macular degeneration, J Am Optom Assoc 2004;75:577-88.

Morris, RW, Dunbar MT. Atypical presentation of an ICE syndrome in a male, J Am Optom Assoc January 2004

Mick A, McSoley, JJ, Dunbar MT. A cost analysis of the prostaglandin analogs, J Am Optom Assoc 2002; 73:614-619.

Editor, Retina Quiz, Review of Optometry, monthly column, May 1999 – present.

Dunbar, MT. Guest Editor, Retinal Disease Issue. Clinical Eye and Vision Care, March 2000; 12:1.

Lim SL, Dunbar MT. Update on current surgical management of idiopathic macular holes, Clinical Eye and Vision Care, 2000, 12:51-60.

Penn S, Dunbar, MT. Orbital tumors in children, Clinical Eye and Vision Care, 1999; 10(4):195-204.

Stokkermans TJW, Dunbar MT. Solar Retinopathy in a hospital-based primary care clinic. J Am Optom Assoc 1998; 69:625-36.

Dunbar MT, McSoley JJ, Caputo MK, et al. The presence of HIV infection in a hospital based primary care setting. Clinical Eye and Vision Care, 1997;9: 3-12.

Gross-Glenn, Skottun, Glenn, Kushch, Lingua, **Dunbar**, Jallad, Lubs. Contrast Sensitivity in Dyslexia, Visual Science, 1995;12: 153-163.

Dunbar, MT. Co-Management of the Diabetic Patient, Optometry Clinics. 1994;4 (2):43-62.

NONPEER REVIEWED PUBLICATIONS

Dunbar MT. Genetic Advancements in AMD: A Glimpse at the Future, Supplement, 7th Annual Retinal Disease Guide, Review of Optometry, November 2010; 18.

Dunbar MT. Parker JS. Win the battle against MRSA, Review of Optometry, March 2009; 146 (2).

Dunbar MT. Infectious Ulcer or Sterile Infiltrate: Review of Cornea and Contact Lenses, Supplement to Review of Optometry, October 2007

Dunbar MT. The Battle of Resistance. CE Article . Review of Optometry, August 15 2007: 144 (8) 57-63.

Dunbar MT, Treating Ocular Infections. Optometric Management, April 2007

Dunbar MT. Update on Fourth-Generation Fluoroquinolones: A Clinical Perspective. Optometric Management. January 2006

LECTURES at NATIONAL and STATE MEETINGS

Southern Regional Congress, Melbourne Australia, May 19-21, 2012

OptoWest, Palm Springs, CA, April 12-14, 2012

Wisconsin Optometric Spring Convention, Waukesha, WI, April 11-12, 2012

Vision Expo East, New York, NY, March 22-25, 2012

SECO International, March 1-4, 2012

Great Western Council of Optometry (GWCO), Portland, OR, October 6-9, 2011

West Michigan Optometric Association Monthly meeting, Grand Rapids, MI, November 15, 2011

AOA Optometry's Meeting, Salt Lake City, UT June 15-19, 2011

Virginia Optometric Association's Mid-Atlantic Conference, Hot Springs, VA June 10-12, 2011

North Carolina State Optometric Society Annual Meeting, Myrtle Beach, SC June 3-5, 2011

World Optometric Congress 2011, San Juan, Puerto Rico, April 15-17, 2011

Glens Falls Association for the Blind, Saratoga Springs, NY, April 4th, 2011

Ohio Vision Foundation Spring Meeting, Warren, OH, March 27, 2011

Idaho Optometric Physician Winter Meeting, Boise, ID, February 26, 2011

Annual Bay Area Optometric Council CE meeting, San Francisco CA, February 13, 2011

Palm Beach Winter Seminar, Palm Beach, FL 20-22, 2009

Texas Optometric Association Winter Meeting, Austin, TX, Feb 13-14, 2009

Maine Optometric Association Winter Meeting, Freeport, ME, December 12-13, 2008

Hawaiian Optometric Association Fall Meeting, Maui, Hawaii, November 1, 2008

Great Western Council of Optometry, Portland, OR, October 17-19, 2008

Wisconsin Optometric Association Fall Meeting, Madison, WI, September 24-28, 2008

University of Houston College of Optometry Alumni Meeting, Austin, TX, September 6-7, 2008

University of Alabama at Birmingham College of Optometry Alumni Meeting, Birmingham, AL, August 16, 2008

Northern Rockies Optometric Conference, Jackson Hole, WY, July 19-21, 2008

Mountain States Optometric Association Annual Summer Meeting, Colorado Optometric Association Annual Meeting, Steamboat Spring, CO, July 10-13, 2008

Texas State Optical (TSO) Annual Meeting, Cabo San Lucas, Mexico, June 10-11, 2008

Therapeutic Refresher Course for Ontario Association of Optometrists, Niagra Falls, Ontario, May 1-3, 2008

Arkansas Optometric Association Spring Meeting, Little Rock, AR, April 17-20, 2008

Vision Expo East, New York, NY, April 11-14, 2008

Tropical CE, Punta Cana, Dominican Republic, April 1-4, 2008

Iowa Optometric Association Winter Meeting, Des Moines, IA, March 28-29, 2008

SECO International, Atlanta, GA, February 27-March 3, 2008

Heat of America Contact Lens and Primary Care Society's Annual Congress, Kansas City, MO, February 15-17

Gold Coast Annual Meeting, Broward County Optometric Association, Fort Lauderdale, FL, January 19-20, 2008

East-West Eye Conference, Cleveland, OH, October 4-7, 2007

Washington State Optometric Association Meeting, Leavenworth, WA, July 19-22, 2007

American Optometric Association Annual Meeting, Boston, MA, June 27-30, 2007

MidAtlantic Optometric Association Meeting, Williamsburg, VA, June 8-10, 2007

Colorado Optometric Society Annual Meeting, Denver, CO, May 6, 2007

Columbian Optometric Society, Bogotá, Columbia South America, April 19-20, 2007

Optometric Retina Society (ORS) Annual Meeting, Las Vegas, NV, April 14-16, 2007

Vision Expo East New York, March 22-25, 2007

Southern Educational Congress of Optometry (SECO), Atlanta, GA, February 21-25, 2007

American Academy of Optometry, Tampa, FL, December 5-9, 2006

Armed Forces Optometric Society Annual Meeting, Washington DC, November 1-2, 2006.

Vision Expo West, Las Vegas, NV, September 14-17, 2006.

South Carolina Optometric Association Summer Convention, Charleston, SC, July 29, 2006

Review of Optometry Bermuda Meeting, July 13-16, 2006

American Optometric Association Annual Convention, June 22-24, Las Vegas, NV

Puerto Rico Optometric Spring Congress, May 18-20, 2006, Ponce, Puerto Rico

Florida Chapter of the American Academy of Optometry, May 13, 2006, Howie-in-the-Hills, FL,

Optometric Retina Society 3rd Annual Meeting, March 23-25, 2006, Boston, MA

Montana Optometric Association Big Sky Ski Conference, Big Sky, Montana, March 2-4, 2006

American Academy of Optometry, December 2005, San Diego

Masters course at the University of Applied Science TFH Berlin, Germany, November 14-18, 2005.

East-West Meeting, Cleveland, OH October 2005

Opto East, Sept 17-18, 2005, Atlantic City, NJ, 8 hours

Vision Expo West, Sept 15-16, 2005, Las Vegas, NV, 5 hours

University of Alabama College of Optometry Alumni Meeting, August 20, 2005 4 hours

Florida Optometric Association Annual Convention, July 22, 2005, 2 hours

American Optometric Association Annual Convention, June 23-26, 2005, 5 hours

Nova Southeastern University Spring Alumni Meeting, May 21, 2005, Fort Lauderdale, FL, 2 hours

Pennsylvania College of Optometry Retina Meeting, April 22-23, 2005, Philadelphia, PA, 14 hours

Kansas Optometric Association 2005 Annual Convention and Seminar, April 15-16, 2005, Overland Park, KS, 5 hours

Vision Expo East, March 11-13, 2005, New York City, NY, 7 hours

Optometric Retina Society 2nd Annual Meeting, March 4-6, 2005, San Francisco, CA, 3 hours

American Academy of Optometry, December 7-12, 2004 Tampa, FL, 5 hours

OptoEast 2004, October, 31, 2004, Atlantic City, NJ, 5 hrs

Kentucky Optometric Association, fall meeting, Oct 2, 2004, Lexington, KY 5 hrs.

Florida Optometric Association Convention, July 15-18, 2004, Panama City, FL, 3 hrs

Mountain States Congress of Optometry/Colorado Optometric Association, July 9-12, 2004 Snow Mass, CO, 4 hrs

New Mexico Optometric Association Spring Meeting, May 14-15, 2004, Albuquerque, NM, 4 hrs.

Nova Southeastern College of Optometry, Spring Meeting, May 16, 2004, Ft. Lauderdale, FL 1 hr.

Optometric Retina Society 1st Annual Meeting, April 16-18, 2004, Boston, MA, 3 hrs.

SECO, February 19-22, 2004. Atlanta, GA, 4 hours.

American Academy of Optometry, December 2-6, 2003, Dallas, TX, 5 hrs

East West Eye Conference, October 26, 2003, Cleveland, OH, 4 hrs

Berkeley Alumni Meeting, October 18, 2003, Berkely, CA, 2 hrs.

Orlando Eye Symposium, October 4-5, 2003, Orlando, FL, 4 hrs.

Northern Rockies Optometric Conference, July 17, 2003, Jackson Hole, WY, 2 hrs.

Nova Southeastern University, College of Optometry, 7th Annual Clinical Eye Care Conference, May 18, 2003, Co-lectured with Dr. Mort Diamond, 2 hrs

Midwest Vision Expo, Chicago, IL, May 16, 2003 4 hrs

Florida Chapter of the American Academy of Optometry, Howie-in-the-Hills, FL, May 9-10, 2003, Co-lectured with Leo Semes, O.D.; 8 hrs

West Florida Optometric Association (WFOA) Spring Break Educational Meeting, Destin, FL May 3-4, 2003, 4 hrs

Optometry 2003 in Conjunction with SECO Intl and Optafail. Birmingham, England, April 12-13, 2003, 5 hrs

Southern College of Optometry Spring Alumni Meeting, Memphis, TN, April 6, 2003, 5 hrs.

Southwest Education Meeting, Dallas, TX, March 7-9, 2003, 7 hrs

Winter Continuing Education Course, Chicago, IL, March 2, 2003, 4 hrs

American Academy of Optometry; Novartis Sponsored Dinner, Co-lectured with Sanford Chen MD, San Diego, CA, December 12, 2002. 2 hrs

Southwest Florida Optometric Society Annual Continuing Education Meeting. Captiva, Florida. August 2-4, 5 hours.

6th Annual Clinical Eye Care Conference, Glaucoma Update, Nova Southeastern University, May 4-5, 2002, 3 hrs.

Wisconsin Optometric Association, Spring Ed Seminar, Green Bay, April 24-25, 2002, 13 hrs

SECO International, Atlanta, GA, February 21-24. 2002, 1st Annual Residency Alumni Education Series. 5 hrs

American Academy of Optometry: Ellerbrock Memorial Continuing Education Meeting, December, 6-9, 2001: 2 hrs

Therapy by the Sea – New Jersey Optometric Association Meeting, Atlantic City, NJ, October 12-14, 2001: 6 hrs

Arkansas Optometric Association Fall Convention, Branson, MO, Sept. 8-9, 2001: 4 hrs

AOA Congress, Boston, MA June 28-July 2, 2001, 6 hrs

Florida Chapter of the American Academy of Optometry May 12, 2001, 4 hrs

Great Western Council of Optometrists, Las Vegas, NV April 5-8, 2001. 6 hrs:

Tropical CE, Cozumel, Mexico, February 22-23, 2001. 8 hrs

Ellerbrock Memorial Continuing Education Meeting, American Academy of Optometry. December 7-10, 2000. Special Topics Series in conjunction with Timothy G. Murray, MD and Philip Rosenfeld, MD, Bascom Palmer Eye Institute: 4 hours

North Carolina State Optometric Society Fall Meeting. Ashville, NC. November 17, 2000:

Visiting Lecturer, Queensland University of Technology (QUT), Brisbane, Australia.

October 31 – November 7. 25 hrs of various topics including glaucoma, anterior/posterior uveitis, and retina.

East West Eye Conference. Cleveland, OH, October 26-28, 2000

The Annual Optometric Update: Fall Frolic 2000, Presented by The Gilbert Cataract Center, Florida Retina Institute, the Northeast Florida Optometric Society, Jacksonville, FL, October 15, 2000: 4 hrs

University of Alabama School of Optometry CE Weekend, Birmingham, AL August 26-27, 2000: 3 hrs

Eye Centers of Toledo Annual Disease Conference, Toledo, OH, May 2-3, 2000: 6 hrs

2000 Seminar in Optometry, Optometric Society of Georgia, Athens, GA, May 20-21, 1999: 4 hrs:

American Academy of Optometry, Ellerbrock Memorial Continuing Education Meeting, Seattle, WA, December 9-11, 1999: 2 hrs

East West Eye Conference, Cleveland Ohio, October 14-16, 1999: 5 hours

10th Annual Optometric Seminar at Sea, September 24-27, 1999: 6 hours

Saskatchewan Association of Optometrists, Spring Educational Meeting, Saskatoon, Saskatchewan, May 5-7 1999: 10 hrs:

Southern Educational Congress of Optometry (SECO), Atlanta, GA, February 25-28, 1999: 4 hrs:

Indiana Optometric Association Winter Educational, Indianapolis, IN, February 17, 1999, 3 hrs:

Michigan Optometric Association Winter Educational Meeting, Kellogg Center, Michigan State University, East Lansing, MI, February 3-4, 1999, 4 hrs:

American Academy of Optometry, Ellerbrock Memorial Continuing Education Meeting, San Francisco, CA, December 9-11 1998, 2 hrs:

East West Eye Conference, Cleveland OH, October 15-18, 1998, 4 hrs:

Georgia Optometric Association Fall Convention, Athens, GA, October 2-5, 1998, 5 hrs:

UAB School of Optometry, Medical Retina and Pharmacology, Birmingham, AL, August 29-30, 1998, 4 hrs:

Alaska Optometric Association Annual Convention, Alyaska Resort, June 5-6, 1998, 4 hrs:

Florida chapter of the American Academy of Optometry, Mt. Dora, FL, April 25, 1998:

Southern College of Optometry Annual Alumni Educational Meeting, Memphis, TN, September 21, 1997, 6 hours:

Captiva Educational Retreat: Captiva Island, FL, August 10, 1997

Louisiana State Association of Optometrists Annual Convention, New Orleans, LA, June 6-8, 1997:

Florida Optometric Association Annual Convention, Miami, FL May 15-18, 1997:

Southern Educational Council of Optometry, Atlanta, GA February 27 - March 2, 1997:

Co-lectured with Timothy G. Murray, M.D., Retinal Specialist at Bascom Palmer Eye Institute

Pacific Northwest Optometric Comanagement Conference, Vancouver, BC, February 1, 1997:

Co-lectured with Michael Potter, M.D.

American Academy of Optometry, Ellerbrock Continuing Education, Orlando, FL

December 5-8, 1996:

Tennessee Optometric Association Fall Educational Meeting, Chattanooga, TN, October 4-6, 1997:

Continuing Education at Sea: Sponsored by San Diego Optometric Association, May 18-21, 1996:

Michigan Therapeutic Certification Course, Farmington Hills, Michigan, March 17, 1996:

Ocular Therapeutics in Cancun, Cancun Mexico, March 6-10, 1996:

American Academy of Optometry, Ellerbrock Continuing Education, New Orleans, LA,

December 7-8, 1995:

Florida Optometric Association Fall Educational Meeting, Ft. Lauderdale, FL

November 19, 1995:

Michigan Therapeutic Certification Course: Ferris State University, Big Rapids, Michigan

May 21, 1995:

Goldcoast Educational Retreat: Ft. Lauderdale, FL,

January 23-24 1995:

Indiana Optometric Association Spring Convention: Indianapolis, IN,

April 17, 1994:

Southern Educational Congress of Optometry, Atlanta, GA,

February 26, 1994:

American Academy of Optometry, Ellerbrock Continuing Education, Boston, MA,

December 9, 1993: 2 hours

Missouri Optometric Association Fall Educational Meeting, St. Louis, MO,

October 10-14, 1993: 6 hrs.

Florida Optometric Association Spring Convention, Orlando, FL,

June 1993: 2 hours (given with Drs. Ball and Kell)

Texas Optometric Association Spring Convention, Austin TX,

May 23, 1993: 2 hours

Iowa Optometric Association 95th Annual Congress, Des Moines, Iowa,

April 24-26, 1993: 5 hours

Space Coast Spring Glaucoma Symposium, Cocoa Beach, FL,

April 17-18, 1993: 2 1/2 hours

American Academy of Optometry, Ellerbrock Continuing Education, Orlando, FL,

December 10, 1992: 1 hour

Southern College of Optometry Fall Educational, Memphis, TN,

September 1992: 3 hours

Central Florida Optometric Society Meeting, Orlando, FL,

March 10, 1992: 1 hour

Southern Educational Council of Optometrists, Atlanta, GA,

February 28, 1992: 2 hours

American Academy of Optometry, Ellerbrock Continuing Education, Anaheim, CA,

December 13, 1991: 2 hours

Oklahoma Optometric Association Fall Convention,

November 10, 1991: 3 hours

Florida Optometric Spring Convention, Hallandale, Florida,

May 4, 1991:

Southern Educational Congress of Optometry, Atlanta, Georgia,

March 1, 1991: 4 hrs

American Academy of Optometry, Ellerbrock Continuing Education, Nashville, Tennessee, December 6-7, 1990: 2 hrs

Florida Optometric Fall Convention, Cyprus Creek Marriott, Ft. Lauderdale, Florida,

November 4, 1990: (Rapid Fire Format)

Florida Optometric Spring Convention, Tampa, Florida,

June 6-10, 1990: (Rapid Fire Format)

Florida Optometric Fall Convention, Cyprus Creek, Marriott, Ft. Lauderdale, Florida,

November, 1989: (Rapid Fire Format)

Florida Optometric Spring Convention, Bal Harbour, Florida,

May, 1989:

Summit Society Optometrists, Cleveland, Ohio, October,

1988, 6 Hours:

POSTERS

American Academy of Optometry Annual Meeting

2000 Pikal, AJ, Morris RW, Dunbar MT. Poster # 35 Misdiagnosed X-Linked Retinoschisis: A Case Report

1999 Fecht KN, Dunbar MT. Poster # 88 Betot Spots. Seattle, WA.

1998 Penn S, Dunbar MT. Poster # 40 Choroidal Malignancy in a Teenage Patient, Treatment with Iodine 125 Plaque Brachytherapy. San Francisco, CA,

Lim SL, Dunbar MT. Poster # 12 Orbital Involvement in Multiple Myeloma.. San Francisco, CA.

1997 Penn S, Dunbar MT. Poster # 31 Orbital Tumors in Children. San Antonio, TX.

Agenda item No. 4 b/c
Proposed changes to CME as Optometry CE and
Proposed Elimination of certain Pre-Approved Providers

Current Board Policies Document
and
Some suggested changes

NEVADA STATE BOARD OF OPTOMETRY



CHEN K. YOUNG, O.D.
Board President

MARIAH L. SMITH, O.D.
Board Vice-President

Post Office Box 1824
Carson City, Nevada 89702
Telephone: (775) 883-8367
Facsimile: (775) 305-0105
E-Mail: admin@nvoptometry.org

JEFFREY K. AUSTIN, O.D.
Board Member

DREW JOHNSON
Public Board Member

CAREN C. JENKINS, ESQ.
Executive Director
cjenkins@nvoptometry.org

Board Policies

as of October 13, 2020

The Nevada State Board of Optometry adopted these policies to assist in the consistent enforcement of Nevada's statutes and regulations applicable to the practice of optometry, and to facilitate the Board's work to complete its authorized functions under the law. These policies do not replace the optometry statutes and regulations (NRS & NAC Chapters 636 and others), and where they conflict, the statutes and regulations shall take precedence.

Policy Number 1 – Correspondence

Official correspondence with the Board may be submitted through the Board's website, mailed to the Executive Director at Post Office Box 1824, Carson City, Nevada 89702, emailed to admin@nvoptometry.com or transmitted via fax to 775-305-0105. Communication by any of these means is acceptable for official Board correspondence.

Policy Number 2 – Change in Location of Practice

NRS 636.370 and this policy require each licensed optometrist to notify the Board of the place of his or her practice, or any change or addition of a location of his or her practice, in writing before the practice location becomes active. Change of address/location forms and additional practice location forms are available at <https://nvoptometry.org>.

Policy Number 3 – Applications for Licensure

An Application for Licensure as an optometrist in the State of Nevada, whether for a recent graduate or license by endorsement, may be completed online or downloaded from the Board's website, <https://nvoptometry.org>. The applicant must submit the proper application, a passport-sized photo and the fee to the Board. A recent graduate applicant

also must request the release of his or her NBEO scores to the Board, and delivery of transcripts from undergraduate and optometry schools. If an applicant is or has been licensed in any other jurisdiction, he or she must arrange for either a current verification or Letter of Good Standing to be provided from each such jurisdiction. Additionally, all applicants must take and pass Nevada's Online State Law Exam (OSLE), which may be administered at the Board's office in person, or is administered online via the NBEO website at <https://optometry.org>.

Within 30 days of the Board's receipt of notice that the applicant passed the OSLE with a minimum score of 75%, and all other required forms, fees and documentation in support of the application, the Executive Director will reject or approve the application and provide notice to the applicant. These policies apply both to recent graduates and applicants for licenses by endorsement.

Upon receipt of notice of approval of his or her application for licensure, and before practicing optometry in the state, the applicant must identify his or her initial practice location to the Board.

Policy Number 4 – License Renewal

Pursuant to NRS 636.250, a licensee (active or inactive) must renew his or her license by the last day of February of each even-numbered year. License renewal requires Board receipt of a completed renewal application, 2-year license fees, and proof of completion of all required Continuing Education (see Policy No. 5).

For renewal by mail to be timely, the renewal application, fees and evidence of completion of appropriate required CE units must be postmarked before March 1. Electronic renewal is effective upon submission of the application, all required information and fees via the Board website. The renewing licensee bears sole responsibility to confirm timely Board receipt of any or all renewal materials. Renewal materials may be submitted online at <https://nvoptometry.org> or by US mail.

On March 1 of even-numbered years, any non-renewed licensee's ability to practice optometry in Nevada will be suspended. A license may be relieved from suspension by submitting the required renewal materials and fees to the Board on or before June 30 and paying a penalty of \$500.00 as authorized by NRS 636.285. As of July 1, the license to practice and any certificates held by a non-renewed licensee will expire. Should an expired licensee wish to practice again in Nevada, he or she must submit an application and all documentation and fees required of a new licensee.

Policy Number 5 – Continuing Education

NRS 636.260 requires submission of satisfactory evidence that, within the 24-month period immediately preceding license renewal, the licensee has completed the required number of hours of continuing education approved by the Board. The 2-year total of continuing education required **for general licensees is 40 hours**, of which up to 5 hours may be optometric office administration or practice management.

A licensee who holds an Optometric Pharmaceutical Agents Certificate (OPAC) must submit proof of **50 CE** hours each 2-year renewal period. **Of the 50 hours, not fewer than 30 CE hours must relate to the diagnosis or treatment of conditions of the eye or prescribing optometric pharmaceutical agents.** Up to 10 hours may be related to office administration or practice management.

If a licensee who is OPAC certified holds a current Nevada Controlled Substances number, then not fewer than **2 of the minimum of 30 OPAC CE** hours must be related to prescribing opioids, addiction, substance abuse and/or pain management. The opioid

CE requirement may be satisfied by a pre-approved CE provider or a Category 1 Continuing Medical Education (CME) course. General CE or CME coursework in the required subjects will be accepted; however, when available, the Board prefers courses be related to prescribing related to conditions of the eye.

Any of the CE hours may be by live attendance, by Internet, correspondence or video. Licensees submitting CE taken by **any method other than real-time interactive instruction must submit proof of completion of the course and obtain a grade of 70% or higher on the course exam.**

The Board recognizes time in 0.25-hour increments using the 1/4 hour nearest the actual teaching time, with the exception that 50-minute lectures count as one hour in accord with academic tradition.

Proof of completed CE will be accepted as certificates of completion affirmed by the provider, listing on an ARBO CE Summary Form, or other competent evidence that the licensee was present and engaged when the course was provided. Certification must be by **stamp or signature**. Proof of payment or registration for a conference at which CE was available will not be accepted as such proof.

CE PROVIDERS

The Board reviews providers periodically to verify adherence to established standards and hours for reporting. The Board has established two categories of acceptable and approved continuing education: A. Pre-Approved Providers, and B. Other Providers.

A. PRE-APPROVED PROVIDERS

This category requires the licensee to submit a signed or verified Continuing Education Attendance form or an ARBO summary through which attendance is certified. Evidence of attendance can be by stamp or signature.

1. Educational Institutions

- All schools and colleges of optometry or ophthalmology, but not their affiliates. (For example, alumni associations are affiliates and are not pre-approved providers).

2. State, Regional or National Associations:

- Any state, regional or national ophthalmologic or optometric society or association
- American Optometric Association and its member state associations
- Armed Forces Optometric Association
- Optometric Society of the District of Columbia
- North Central States Optometric Council
- Southern Council of Optometrists
- Southern Council of Optometry
- Great Western Council of Optometry (GWCO)

3. U.S. Government:

- Veterans Administration
- Academy of Health Sciences, USA
- Air National Guard Optometric Society
- Brooke Army Medical Center
- Dept. of the Army–Ofc. of the Surgeon General, 18th Medical Command, 2291st U.S.A.H. [Reserve]
- Ireland Army Community Hospital Optometry Section
- Naval Medical Command–Southwest Region–Naval Hospital
- School of Health Care Sciences, USAF, Sheppard AFB, TX
- Department of Biomedical Sciences MSDB
- Tri Service Optometric Society–Naval Medical Clinic, Barber's Point Naval Air Station

4. OEPPF:

- Optometric Extension Program Foundation, Inc.
- Eastern State Optometric Congress
- Great Lakes Optometric Congress
- Heart of American Optometric Congress
- The Invitational Skeffington Symposium
- Mid-American Vision Conference
- Mountain States Congress of Optometry
- New Jersey Optometric Extension Program
- Northeast Congress of Optometry
- Northwest Congress of Optometry
- Northeast Vision Conference
- Reading Advanced Behavioral Vision Seminar
- Rosario Seminar
- San Jose Vision Therapy Conference
- Southwest California Behavioral Vision Seminar
- Southern California Vision Forum
- Summerville Behavioral Seminars
- Sun Valley Behavioral Vision Seminar

5. Special:

- American Academy of Optometry
- National Eye Research Foundation
- Northern Rockies Optometric Conf.
- Council on Practitioner Educ. of the IAB
- College of Optometry and Vision Development [COVID]

6. ANY COPE-APPROVED COURSE (Council on Optometric Practitioner Education).

OTHER PROVIDERS

Other CE may be approved on an individual basis. Providers or Licensees may request consideration by providing a course syllabus or program, reference materials and the presenter's curriculum vitae for CV for approval as acceptable CE. The Board will grant or decline the request within 30 days of receiving the required materials.

Policy Number 6 – Continuing Education Submission

A licensee shall not report or submit his or her continuing education information to the Board until the licensee has proof of sufficient hours to fulfill the total requirements for the renewal period.

Policy Number 7 – Accredited Colleges of Optometry

Pursuant to NRS 636.135, only certain schools and colleges of optometry are accredited by the Nevada Board of Optometry. The Board currently accepts only applicants for licensure who hold a degree from a college of optometry accredited by the Accreditation Council on Optometric Education (ACOE) or its successor.

Policy Number 8 –Verifications of Licenses

A request for verification of a license, historic licensure information or documentation of discipline which requires a Board response must be made in writing and may require payment of a fee. The Board will make available on its website, and will regularly update, a list of current licensed optometrists, their initial license date and current expiration date, license number, status, certifications, and discipline. This web-based verification is considered

Primary Source Verification and is available without cost via the Internet. If a licensee's information shows that discipline was imposed a Public Records request should be submitted, and the relevant materials likely will be provided electronically at no cost to the requesting party.

Policy Number 9 – Use of Fictitious Names

An optometrist who owns all or a portion of a right to practice optometry under or use a fictitious name (other than the professional corporation of an individual licensee, such as Jane Doe, OD, P.C.) shall register the name with the Board by submitting an application for registration identifying all owners of the name, the location of its use, evidence of a current and valid registration of the name with the appropriate State or local agency, and a one-time fee. Any change in the ownership of the fictitious name or its use in another or additional location requires submission of a fictitious name registration request form, supporting documents and fee.

Policy Number 10 – Contact with Members of the Board

Licensees should refrain from contacting members appointed to the State Board of Optometry at their homes or offices regarding Board matters and operations and should instead contact the Executive Director. Board members should be contacted directly only when a person wishes to shield his or her identity from the staff for good cause, or the issue involves the conduct of the Executive Director.

Policy Number 11 - Patient Records

The Board highly recommends that each licensed and practicing Nevada optometrist, and particularly an optometrist who practices alone, creates and executes a written plan for a qualified person or covered entity to secure the optometrist's patient records in the event of his or her sudden or unexpected incapacity or death. An optometrist with a records succession plan may submit a copy of the agreement bearing the optometrist's and the designated party's signatures for inclusion in the licensee's file.

* * * *

Nevada State Board of Optometry Board Policies
Approved October 13, 2020

From: Jeffrey Austin <austineyecare@msn.com>
Sent: Wednesday, January 19, 2022 8:49 AM
To: Caren Jenkins <cjenkins@nvoptometry.org>
Subject: Re: 01/27/22 Board Meeting coming up

Hello Caren,

I'd like to add another quick item for discussion. We need to update our list of approved providers of CE. **Some of them are non-existent** now and there is at least one more that I think **we need to add: the Heart of America Eye Care Congress.**

We also need to clarify our statement on accepting category 1 CME. Here's what it states now:

CME Category 1 credits may be applied only to the 2-hour Nevada Opioid Requirements, and are generally not accepted for Optometry CE unless specifically related to conditions or diseases of the eye or its appendages.

This implies that any CME that is *specifically related to conditions or diseases of the eye or its appendages* would be approved. Most of that is very good CME, and very appropriate for ODs, but I think we need to be a little more specific. I'd recommend something like the following:

specifically related to conditions or diseases of the eye or its appendages and provided by one of the following organizations: An accredited ophthalmology training program, a national, regional or state ophthalmology association or society. Any other CME programs must receive specific approval from the state board of optometry to be accepted as optometry CE.

Thanks.
Jeff

(Emphasis added by staff)

Jeffrey Austin, O.D., FAAO, FORS
702-485-5000

Agenda item No. 5
Executive Director's Recommendation
Thentia Cloud Proposal

Executive Director's Recommendation regarding

Thentia Cloud

I highly recommend that the Nevada State Board of Optometry enter a contract with Thentia Cloud at its earliest opportunity. At \$0.65 per location per month, Thentia Cloud provides customized tools for:

License Registration
License Renewals
Continuing Education
Quality Assurance
Document Management
Complaints & Investigations
Inspections
Automated Reminders
Invoicing & Fee Payments
Board Management
Reporting & Analytics

Because Nevada licenses optometrists by practice location, each location will be established in its own file under the optometrist's name. As a result, rather than having the fees set per licensee (580), we will be required to pay the fee annually per licensee, per location (842). Because we collect \$200 per additional location each biennium, this difference is built into the fees paid by the multiple location licensee. Based on the current census, our cost will be **\$6,568 for the first year**. In the five fiscal years since our current website was created, the Board has expended over \$22,000 to create, revise and maintain it, averaging \$4,400 per year. So far this fiscal year, we have paid approximately \$4,000 to our webmaster simply to revise forms for the 2022 renewals. By implementing Thentia Cloud, staff will have direct, yet supported, access to make those changes in-house, incurring no additional fee and saving costs that can be applied to the fee payments to Thentia. What's more, the public and licensee functionality and CE review efficiency that is currently lacking for \$4,400 will be greatly enhanced for only approx. \$2,100 additional per year.

Thentia's fees are adjusted annually based on a location/licensee census and will increase or decrease based on the number of Nevada optometry locations. Thentia Cloud charges no set up or start up fees; however, it does require that our Nevada staff invest significant time to customize and populate the software and forms. We estimate a roll-out at 4 to 6 months from the contract date.

Once fully functional (within one year of the roll out), this software is expected to increase staff efficiency to the point where the Board may be able to function with a single, remote, full-time Executive Secretary, complemented by independent contractors handling bookkeeping/bill payment; complaints, investigations and discipline; and legislative/regulatory matters, as needed. The timeline happens to coincide with the current Executive Director's planned retirement.

The Board will continue to host its website via another provider (using Wix), though most pages and links will be directed in the background to Thentia's servers. Other invisible links will direct the user to our merchant services provider (Thentia is adding an opportunity to contract with them for these services as an add-on), the Nevada Statutes and Regulations, and other sites - all in the background. The user will not leave nvoptometry.org, and, upon submitting a form or navigating away from a linked page, will always return to the Board's homepage. Thentia's platform allows Board staff to make edits and adjustments without the need to interact through a webmaster to a programmer, providing in-house control, saving important time and eliminating significant current costs.

When I initially set up the current systems, we cobbled together a workable solution to join the 21st century using the knowledge, tools and software we already had. Now, that system is showing its holes, and has become too large to function well (in an Excel spreadsheet, now in Access) as the Board and its data grow. Thentia can move the Board into the next phase and accommodate the agency for many years to come. No other company I have found offers this level of integration, service and affordability.

A case study from another regulatory board hits home. **The OK Board of Architects (OBA) found that using Thentia Cloud improved efficiencies to automate core competency and continuing education management. Here is a summary of its experience:**

For OBA, Thentia has been especially instrumental in facilitating more efficient functionalities to support OBA's onerous core competency and continuing education requirements. "Thentia has unquestionably simplified the complex administrative hoops we used to have to jump through. We now have put digitized mechanisms in place to record and validate continuing education activities before allowing the licensee to progress through the system."

Hanska says this change is particularly beneficial to OBA in helping to transfer the continuing educating responsibility to the licensee to ensure compliancy. As a result, staff are no longer required to manually inspect each renewal for compliance as the system has the automated ability to support this task, which also includes categorical requirements that may be necessary for each continuing education cycle.

What makes Thentia Cloud's proprietary, AI-enabled technology favorable for professional licensors with arduous continuing education requirements is that it supports multiple continuing education types, from learning plans with self-evaluation to credit and hour-based programs and everything in between, says Julian Cardarelli, Chief Executive Officer of Thentia.

"Our product is truly configurable with the built-in automated functionality to determine how many of what type of continuing education hours are required," he adds. "Thentia can even require licensees to provide supporting documents with continuing education as a mandatory, which acts as a bit of a bonus as it creates a growing portfolio of continuing education where they can easily access and retrieve historical information."

Nevada's CE collection and reporting was not affected by the automation we implemented in 2016 and has not improved since that time. Staff has been searching for a solution, whether OE Tracker or another third-party might allow licensees to submit credits as they accumulate them, in an effort to cut down on confusion and calls about whether certain courses are acceptable. Further, we have tried to relieve the current 10MB limit on the size of attachments to the renewal application which has caused untold problems to our current systems. Checking 50+ CE certificates for 580 licensees is a daunting task and takes approximately 20 minutes per licensee if all goes well.

With Thentia, the software could contain the CE requirements in Board Policy 5 and the pre-approved providers in Policy 6, and the platform will automatically screen for those values when a licensee logs in or enters a CE. If the record is accepted, the course fit the parameters. If it is not accepted, then the licensee might send the certificate in an email to staff to have the issue resolved - - throughout the 2-year license period. When a licensee logs in to renew, his or her accumulated approved CE log will be visible. That way, if an additional hour is required or a course was rejected, the licensee can take care of those matters immediately, rather than waiting for a call that the renewal application was rejected and causing extra distraction for staff during the height of renewal season.

I highly recommend the Board engage Thentia Cloud to bring the Board and its current web/file/process/license systems into the future.



**THENTIA CLOUD
FOR GOVERNMENT**

SOLUTION PROPOSAL

Jan 06, 2022

Thentia Contact:

Amanda Prescia
Senior Account Executive
amanda.prescia@thentia.com
Thentia Cloud

Prepared for:

Caren Jenkins
Exec. Dir,

—
Nevada State Board of Optometry
Carson City, Nevada, 89702, The United States of America

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1. EXECUTIVE SUMMARY

1.1. About Thentia

With headquarters in Toronto, Canada and U.S. operations based out of Chicago, Illinois, Thentia offers a range of enterprise technology solutions designed specifically for regulation, compliance and governance needs across a variety of professions and trades.

With a significant share of the professional regulatory market in North America, we continue to learn, adapt, and expand the scope of capabilities to meet the niche requirements of our industry.

Since 2014, Thentia has consulted with both self-regulated and private business clients to develop a sophisticated process; ensuring our custom regulatory solutions are designed, architected and quality-assured in a timely and professional manner. We employ former regulatory professionals as their expertise and insight is invaluable to ensure all variances in client legislation and process are understood and represented accurately.

Every organization is unique, and our mission is to constantly improve and refine our platform by keeping pace with changes in regulatory practice and supporting technologies. It is our goal to provide complete solutions that are secure, user-friendly, responsive, comprehensive, and accessible.

We take a proactive approach to understand your needs, and simultaneously will also play an advisory role to impart best practices - helping you achieve regulatory excellence.

1.2. Corporate Information

Company Website: <https://thentia.com/>

Thentia USA Inc.

55 East Monroe Street
Chicago, IL
60603

Thentia Canada Inc.

60 Adelaide St. E.
3rd Floor
Toronto, ON, M5C 3E4



2. TECHNOLOGY OVERVIEW

2.1. Database

Thentia's core software platform is built on graph-based database technology, which offers huge advantages in performance and flexibility versus other widely used relational databases. In a nutshell, performance and responsiveness are improved - by several orders of magnitude – with rapid storage and retrieval of information.

In a Graph database, complex data relationships are established and reinforced, and evolve over time as the data changes. With increased data complexity in this model, machine learning, predictive analytics, and real-time reporting can be delivered, as the relationships between your data are harnessed to provide the most intricate and applicable information. There is really no limit to how reports can be customized to refine your data.

2.2. Cloud Hosting

Thentia operates all customer database deployments on Google Cloud and stores the information in country of origin. The environment exists in a secure configuration with complete logical isolation, encryption at rest (and in transit) at all endpoints, hardware HSM key storage, anti-virus, DLP, DAST, and vulnerability scanning. Our development processes employ SAST. Our deployments are routinely penetration tested to ensure minimization of any potential attack surface. Using the most trusted enterprise-class hosting platforms available world-wide, we benefit - as do our clients - in several ways:

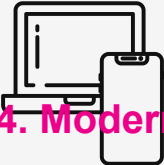
- Fast to deploy, operate, and scale with both production (live) and pre-production and quality assurance environments
- Superior data redundancy and disaster recovery
- 99.8% service uptime guarantee
- Compliant with Canadian, US and international data privacy laws – e.g. FedRAMP High and GDPR
- Global reach, with data residency meeting country of origin requirements
- Enterprise security and encryption

Cloud hosting is the standard for a majority software service providers world-wide.

2.3. Mobile Responsive and Device Compatibility

The value of a mobile responsive solution that works on all devices and browsers cannot be overstated in today's world of web-based technology - it is essential. Thentia designs and deploys each of its solutions on modern web standards, offering the highest level of compatibility, accessibility, and usability.



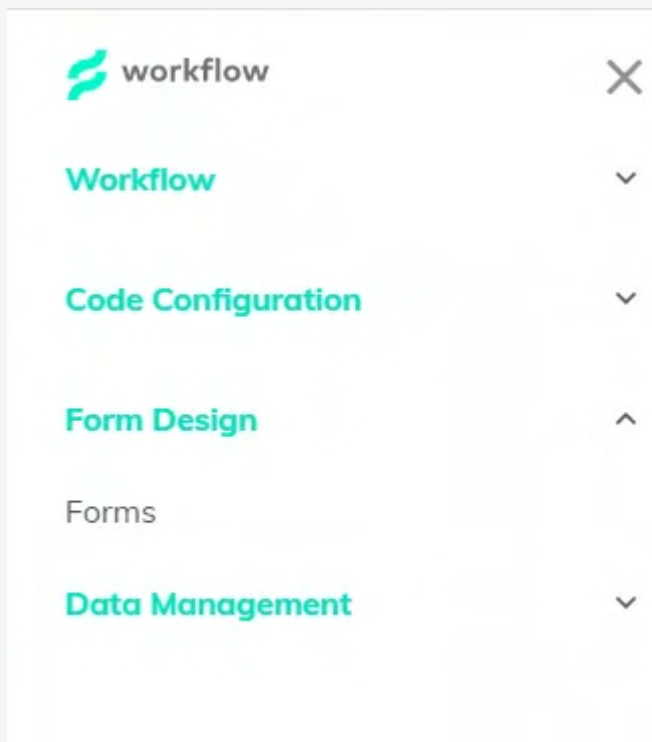


2.4. Modern Design



Out of the box, the solution has a lot of flexibility built into it. All forms in the system are fully configurable, and new forms can be created to support virtually any data collection requirement. Thentia's deployment team, along with privileged users, can make edits using a simple drag and drop tool (no coding required). Drop-down fields are also fully configurable so that field values remain consistent with your data collection requirements and nomenclature, as set out in any applicable governing legislation.

2.4.1. Workbench – Settings / forms



Singular Display Name
Audit Record
Workflow Event
Annotation

2.4.2. Workbench – Form builder

Form: Registration Application

Design Elements

- Section
- Textbox
- Radio
- Datetime
- Editor
- Lookup

Application Details

Application Number

Applicant

Registration Class

Application Type

Application Status

Submitted Date

Expiration Date

Decision Date

2.5. Third-Party API Integrations



Our proprietary technology stack incorporates best-in-breed open-standards software and can integrate with virtually any third-party web-based application that offers an Application Programming Interface (API). Most major web-based software providers will publish an API to allow for extended usability of their data applications. Our flexibility to integrate with third-party systems allows us to offer a more well-rounded solution, as well as single sign-on (SSO) capability. Some common examples of third-party applications we have integrated with include:

- Content management systems (CMS)
- Learning management systems (LMS)
- Accounting platforms (e.g. SAP, Dynamics GP, QuickBooks Online, Sage)
- Online payment processors (e.g. Chase, Moneris, Bambora, Authorize.NET, PayPal)
- Human resource system integrations (e.g. SAP, Humi)
- Messaging systems (e.g. Slack, Microsoft Teams, RingCentral)
- Other web services applications

3. SECURITY OVERVIEW

Thentia provides an exceptional security mandate across all service platforms and hosting facilities. Our solution has been vetted by various state-level information technology organizations and we currently provide our services in multiple countries.

Some of our information security attributes include:

- ISO 27001 compliance
- SSAE compliant data center
- Biometric fingerprint scanning
- Proximity card readers
- 24/7 video surveillance & continuous security officer patrol
- Strong perimeter defense
- Network firewalls
- Threat monitoring
- Strong password protection
- Automatic time-out
- Intrusion detection
- Anti-virus protection
- High availability and multi-redundancy
- Hourly data backup
- Non-recoverable file deletion
- Penetration testing
- Latest version TLS data transmission
- Data encryption in transit and at rest

For more information on any of these security parameters, please see Security Details.

4. THENTIA CLOUD: FEATURE OVERVIEW

4.1. Registration

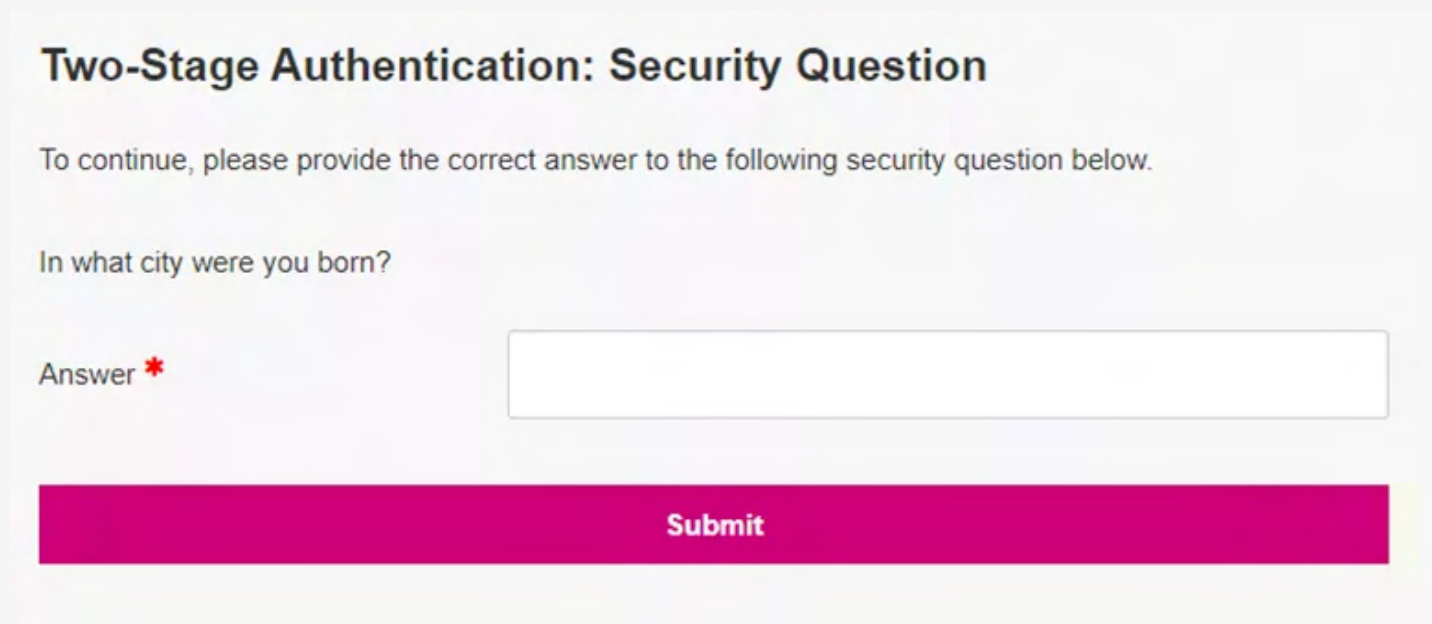
Thentia Cloud's registration module provides all the required functionality needed to manage a large licensee base (individuals and companies), aided by an intuitive suite of front-end / back-end user interfaces.

4.1.1. Registration Process / Applicant Portal

The registration process is automated from the outset. Applicants first create an account (login and password) and are then guided through a step-by-step process which tracks their progress, and keeps administrative staff updated in real-time through Workbench.

Typically, when an applicant creates an account, they will be emailed a temporary password and instructions to log in and set a new secure password. Two-stage authentication is employed for added security and is used by the applicant when logging in and resetting a password.

Applicant portal - Two-stage authentication



Two-Stage Authentication: Security Question

To continue, please provide the correct answer to the following security question below.

In what city were you born?

Answer *

Submit

Multiple applicant types can be pre-configured to accommodate a tailored onboarding experience that aligns with the various licensing types of the respective profession/occupation. Once the correct applicant type is selected, the applicant is guided through the application process, which includes online fee payment.

Applicant portal – Stepped process

Online application

Welcome

Fees & Receipts

Account Settings

Application Type:
Application Type B

Application Instructions

3 Personal information

4 Educational Background

5 Other License

6 Employment Information

7 Supporting Documents

8 Declarations

9 Attestations

10 Payment

Personal information

Note: All information with a red asterisk (*) is required.

Personal information

Last Name *Richards

First Name *Ryan

Legal Middle name

Birth date *1/24/1988

Sex *Male

Mailing Address

Street Address *1000 N. Dearborn St.

Street Address 2

All data related to an applicant is tracked and stored in its own record, independent from the licensee record (which may be modified over time). This means you always have access to the original information used in the initial application.

Thentia Cloud can be programmed to alert administrative staff when pre-defined checkpoints in the application process have been reached, in turn prompting a response. For example, when an applicant uploads a passport photo or graduation diploma, their application can be temporarily paused, allowing staff ample time to validate and approve the document. Once approved, the applicant will be prompted to proceed with their application.

Workbench - Applicant's record

This Record

Application Details
Invoices
Consent and Authori...
Files & Other
Audit History
Files
Connections
Attestation
Background Checks
Declarations
Documents
Education Details
Exams
Other Licenses

Application Details

Application Number

Application Status *

Approved

Applicant *

Ryan Richards

Submitted Date

Jun-10-2021

Registration Class

Expiration Date

Application Type

Decision Date

6/10/2021

Once the applicant completes the registration process, a licensee account is automatically created in the system and their data record is linked to other major modules, including invoicing and payments, complaints/discipline, and quality assurance.

Below is an example of a licensee record which shows “connections” to other database components and supplementary documentation submitted by applicants/ licensees. This may include education details, character references, employment history, criminal record checks, continuing education tracking, declarations, and more.

Workbench - Licensee record

This Record

Application Details
Invoices
Consent and Authori...
Files & Other
Audit History
Files
Connections
Attestation
Background Checks
Declarations
Documents
Education Details
Exams
Other Licenses

Application Details

Application Number

00044

Application Status *

Approved

Applicant *

Ryan Richards

Submitted Date

Jun-10-2021

Registration Class

Expiration Date

Application Type

Decision Date

6/10/2021

Each form within Thentia Cloud contains an audit history log to record all field level changes. The audit log includes: the old value, the new value, and the date and user that made the change. This helps to facilitate easy management of data entry challenges as they may arise.

Workbench - Audit history

Ryan - Richards

This Record

Profile

Mailing Address

Other Names

Files & Other

Audit History

Files

Connections

Field Name	Original Value	New Value	Created On	IP
tc_name	reg_first_name reg_last_name	Ryan Richards	Jun-10-2021 05:00 PM	N/A
reg_city	Chicago	Chicago	Jun-11-2021 01:00 PM	N/A
reg_city	Chicago	Chicago	Jun-11-2021 01:01 PM	N/A
reg_city	Chicago	New York City	Jun-11-2021 01:01 PM	N/A

4.2. Licensee Self-Serve Portal



The secure online self-serve licensee portal provides licensees with the ability to manage their personal and professional registration profile information, upload/download documents, track and manage continuing education requirements, apply/renew licenses and certifications, and make payments.

Furthermore, the portal's user interface and user experience can be designed to accommodate most custom activity tracking and workflow requirements, as well as match your branding specifications.

Licensee portal - Dashboard page

thentia cloud
FOR GOVERNMENT

Dashboard

Your Information

Legal First Name: Ryan
Legal Last Name: Richards
Telephone: (412) 209-5667
E-mail address: ryan.richards@thentia.com

Licenses

License Type	License Number	License Status	License Effective Date
Professional Engineer	A-0016	Active	June 10, 2021

As licensees make changes in the portal, the data is updated in real time in the Workbench admin portal and an audit history log is created to reflect the change. This allows administrative staff to keep an accurate view of licensee information at any given time.

4.3. Licensee Verification

An online licensee verification is essential for any regulatory body to fulfill its mandate. Thentia Cloud allows the public to search for licensees based on any data held in the licensee record. This includes criteria such as registration status, registration number, licensee name or place of practice but is not limited to these fields - can be expanded.

Our robust search engine provides licensees of the public with a user friendly, visually appealing interface, to access the necessary information to make informed decisions about their practitioners.

Licensee verification (search/browse)

Licensee Search

The Onboarding Development Initiatives maintains an online Public Registry of Professional Counselors in the state of Thentia.

This public registry allows you to search and verify the registration by first name, last name, city, state, zip code, and license type.

Filter by license type:

Select...

Search...

Search

☐

Only show Licensees with discipline notices

Licensee verification (list view)

Showing 1 result(s) for: Ryan

Search Again

Download (.csv)

License Number	First Name	Last Name	City	Province/State	Zip Code	License Type	License Status	Disciplinary Action
A-0016	Ryan	Richards	Toronto	Ontario	M5A 4N3	License Type A	Active	QView

1 result(s)

Licensee verification (individual record view)

Ryan Richards

City	Toronto
Province/State	Ontario
Zip Code	M5A 4N3
License Type	License Type

License Information

License Number	License Status	License Effective Date	License Expiry Date
A-0016	Active	06/10/2021	06/30/2021

Primary Place of Practice

Employer	City	Province/State	Zip Code
Employer	Toronto	Ontario	M5A 4N3

4.4. Document Management



Every type of record created in Thentia Cloud – from applicants to licensees to complaints etc. - has the capability to attach an unlimited number of files (any file type, any size).

Protect documents with personally identifiable information by opening compatible files (documents, video, audio, spreadsheets) directly in Thentia Cloud without the need to download to a local computer.

Workbench - Case Evidence Record (table view)

Files submitted with a case are displayed attached to an evidence record within the Thentia Cloud case management system. The evidence submitted included a Word document, audio file, video file and pdf document.

Find the right document easily by searching within documents that have recognizable text - no need to remember the document name.

Original Complaint Documentation Documentation



This Record

Evidence

Files & Other

Audit History

Files

Connections



Filename



Created On

Staffing Plan.docx

Aug-25-2021 04:15 PM

Video Evidence.mp4

Aug-25-2021 04:15 PM

Document Evidence.pdf

Aug-25-2021 04:17 PM

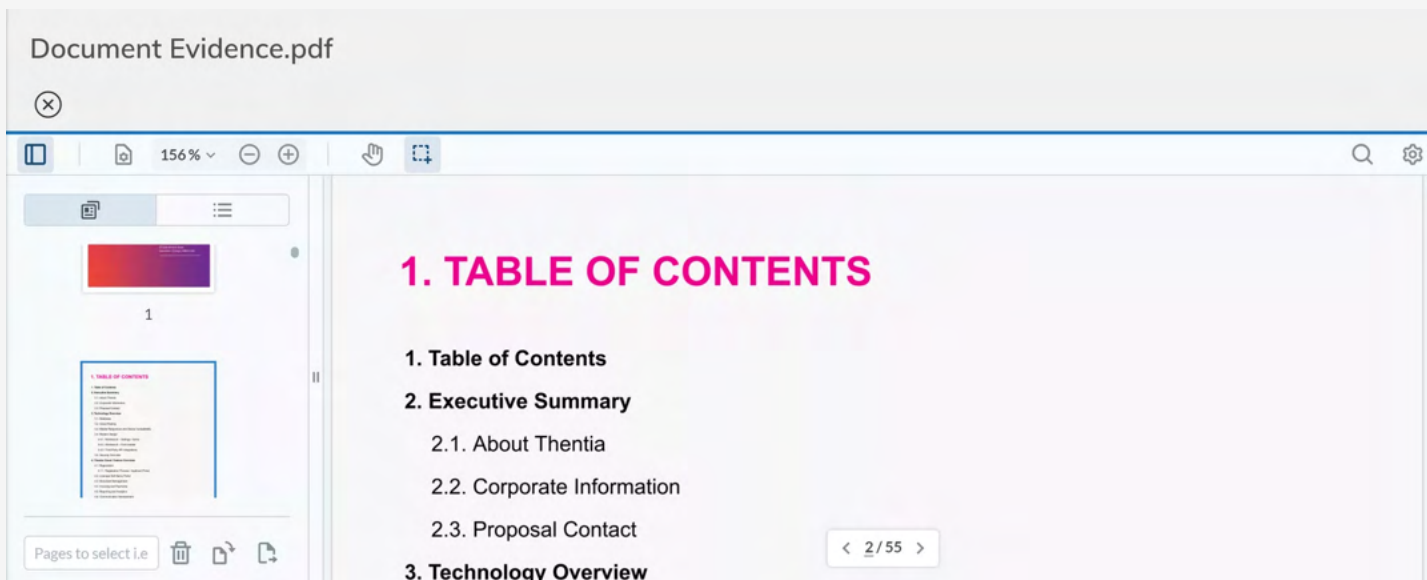
No Response.wav

Aug-25-2021 04:18 PM



Workbench - File Viewer

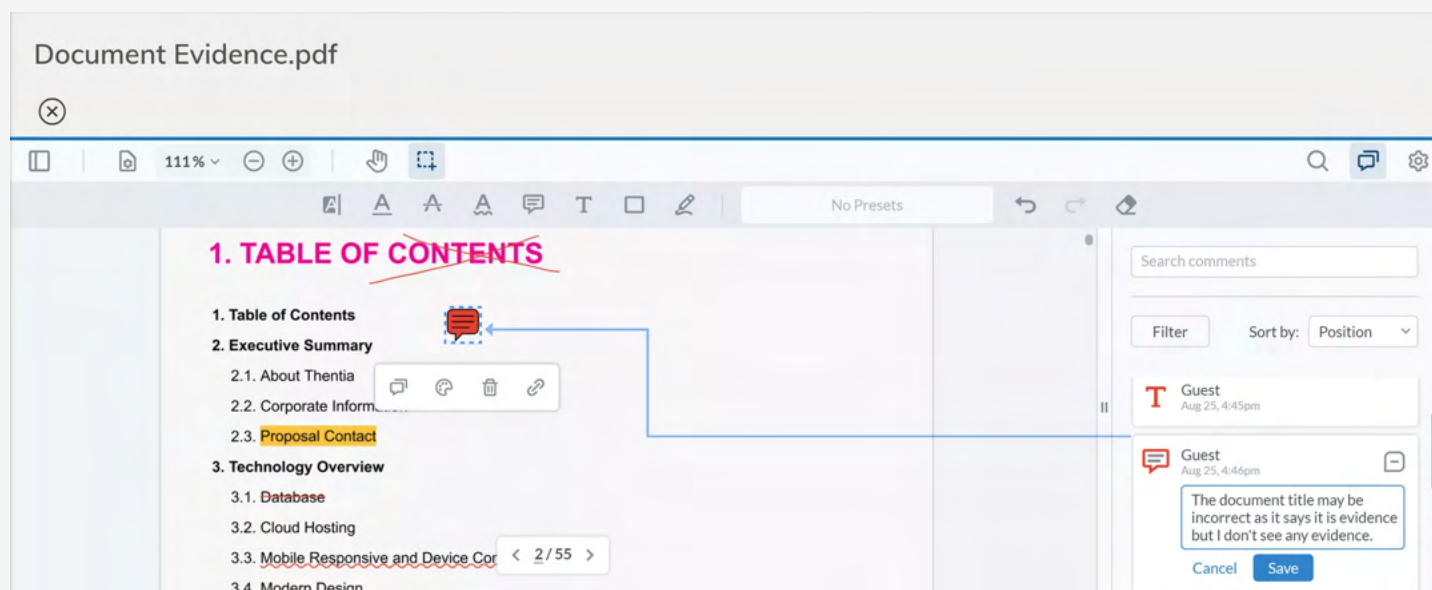
Sometimes scanned documents are not in the right orientation or a bit too small. With Thentia Cloud there is no need to download the file to your computer to see it correctly. Zoom in to see the finer details and change the orientation right in the browser



Workbench - File Annotations

Reviewing a document and need to make some notes? Annotate compatible documents right in Thentia Cloud and export or save a version of the document.

Possible annotations include highlighting, underlining, striking, squiggly lines, comments, text, shapes and free hand drawing.



4.5. Invoicing and Payments

The Fee Management module enables licensees to pay online and for clients to track and process all of these payment transactions within Thentia Cloud. Importantly, our solution has a fully integrated payment



processing virtual terminal. For clients, this terminal eliminates the need to exit the database to process a payment and separately key data into Thentia Cloud. Our payment integration is fully compatible with Authorize.Net, NIC USA, Swipe, Chase Paymentech, Beanstream, and Moneris®, and complies with the Payment Card Industry (PCI) standards.

Thentia Cloud is fully integrated with several accounting systems as well. This integration provides an extract, in the format specified by the accounting system, detailing the payment records for a given period. This file can then be imported directly into the client's accounting system application to support bookkeeping, audit and other necessary back-end functions.

Licensee portal - Payment integration

Dashboard

Profile

Personal information

Employment Information

Certificate & Pocket Card

Other License

License

Continuing Education

License Renewal

Requests

Name Change Request

Document Request

Status Change Request

Invoices & Receipts

Account Settings

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Invoice #000065

UNPAID

Issued by
Onboarding Development Initiatives (ODI)
Street Address
Thentia City, OK

Recipient
Ryan Richards
Issued Date
June 10, 2021

Item: Application Fee

\$100.00

Tax (HST):

\$0.00

Total:

\$100.00

Total amount paid:

\$0.00

Balance owing:

\$100.00

 Pay by Credit Card

Invoice tracking (table view)



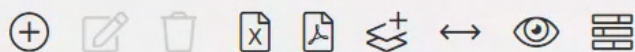
Easily search or filter invoices by status, amount due, date, name, etc.

Invoices							
Narrow results by keyword search							
Profile	Invoice Number	Invoice Date	Invoice Status	Total Due	Total Paid	Balance Due	
First Name Last Name	000033	May-21-2021	Balance Owing	\$200.00	\$0.00	\$200.00	
ODI TEEST	000037	May-25-2021	Paid in Full	\$100.00	\$100.00	\$0.00	
test test	000005	May-18-2021	Paid in Full	\$200.00	\$200.00	\$0.00	
test - test	000003	May-18-2021	Paid in Full	\$11.00	\$11.00	\$0.00	
Olive Tree	000077	Jun-30-2021	Paid in Full	\$120.00	\$120.00	\$0.00	
ODI Test	000041	May-25-2021	Paid in Full	\$200.00	\$200.00	\$0.00	
Jason Ku	000008	May-19-2021	Paid in Full	\$100.00	\$100.00	\$0.00	
ODI Test	000042	May-25-2021	Paid in Full	\$100.00	\$100.00	\$0.00	
Olive Tree	000075	Jun-23-2021	Paid in Full	\$100.00	\$100.00	\$0.00	
Test Onome	000078	Jul-05-2021	Paid in Full	\$100.00	\$100.00	\$0.00	
Jason Ku	000011	May-19-2021	Paid in Full	\$100.00	\$100.00	\$0.00	
Meet Patel	000007	May-19-2021	Paid in Full	\$200.00	\$200.00	\$0.00	
Jason Ku	000016	May-19-2021	Balance Owing	\$100.00	\$0.00	\$100.00	
1 - 50 of 81 items							

Payment tracking (table view)

Payments are tracked by product item which can be connected to an account number for easy tracking of revenue by account.

Payments

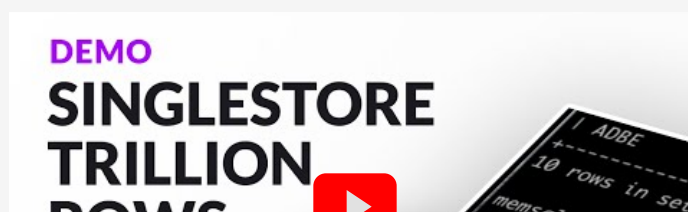


Invoice Item	Amount	Payment Method
Document Request Fee - 000017	\$30.00	Credit Card
Status Change Fee - 000020	\$205.00	Credit Card
Status Change Fee - 000021	\$205.00	Credit Card
Status Change Fee - 000022	\$205.00	Credit Card
Status Change Fee - 000024	\$205.00	Credit Card
Renewal Fee C - 000025	\$125.00	Credit Card
Initial License C Fee - 000026	\$200.00	Credit Card
Application Fee - 000026	\$100.00	Credit Card
Application Fee - 000027	\$100.00	Credit Card
License Fee - 000027	\$100.00	Credit Card
Application Fee - 000028	\$100.00	Credit Card
License Fee - 000028	\$100.00	Credit Card
Document Request Fee - 000030	\$30.00	Visa

4.6. Reporting and Analytics

Reporting is made easy with Thentia Cloud's Reporting and Analytics capabilities. The client can analyze its data within the system with familiar charts and graphs. The analytics can also be utilized in board and committee meetings when reporting on the licensee base or for budgeting purposes in the fee management module.

Incredible Analytical Power



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Chicago, IL
60603

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except to the intended recipient listed herein.
NSBO 01272022 Page 67

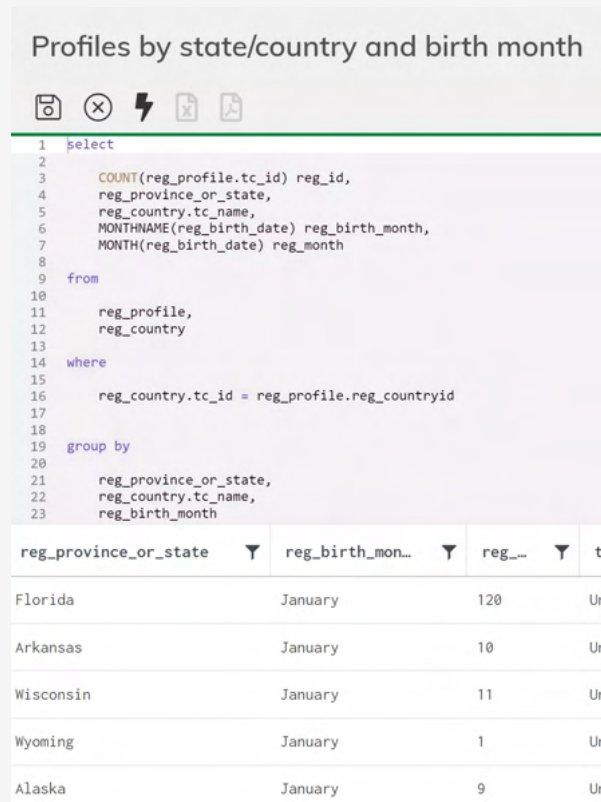
Powered by [SingleStore](#), Thentia Cloud Analytics allows users to run even the most complex queries with incredible speeds.



Direct SQL Access

For power users or agencies with data scientists, Thentia cloud offers direct, read only SQL based access to real-time system data allowing Agencies to learn from their data like never before.

Creating new queries is easy and can be saved and categorized for future use. Information can be exported to a spreadsheet



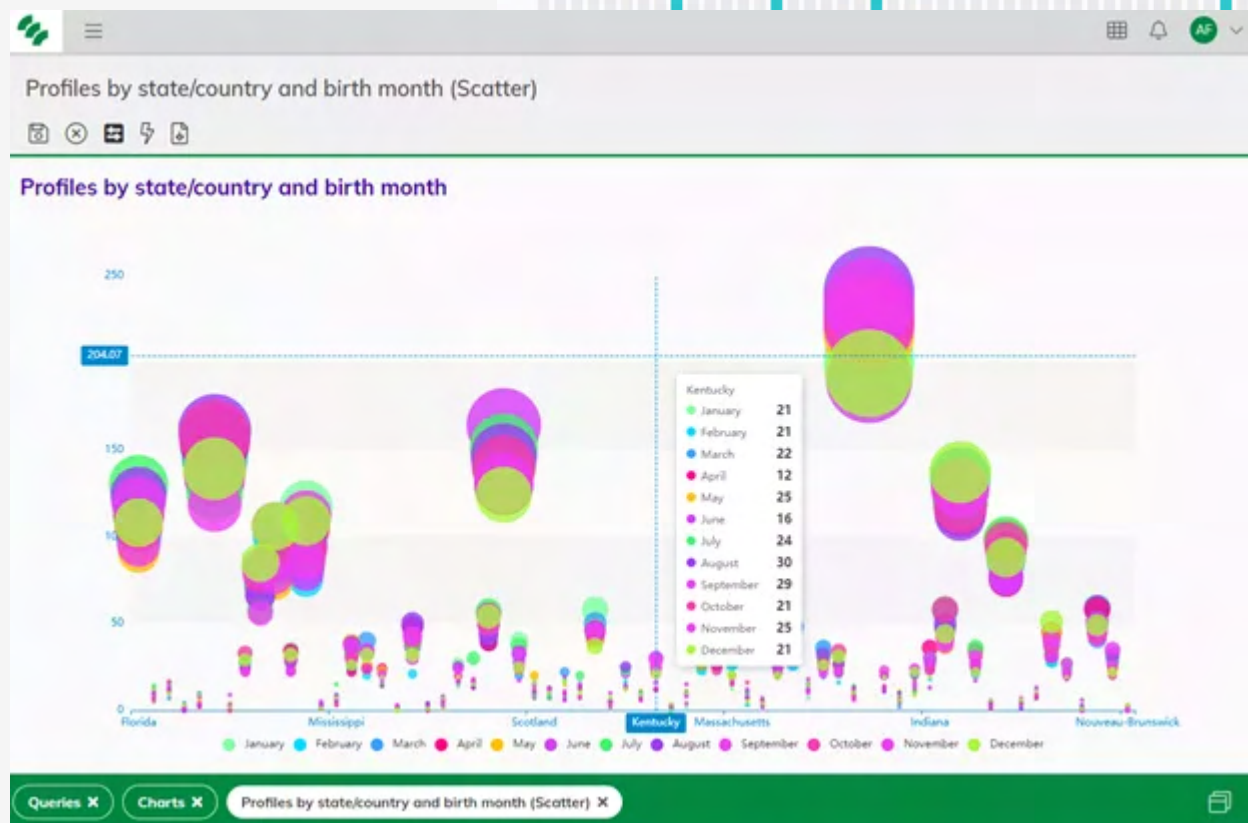
Visualize Queries

Turn complex queries into simple charts to make data easy to digest and report on. Some of the chart visualizations include:

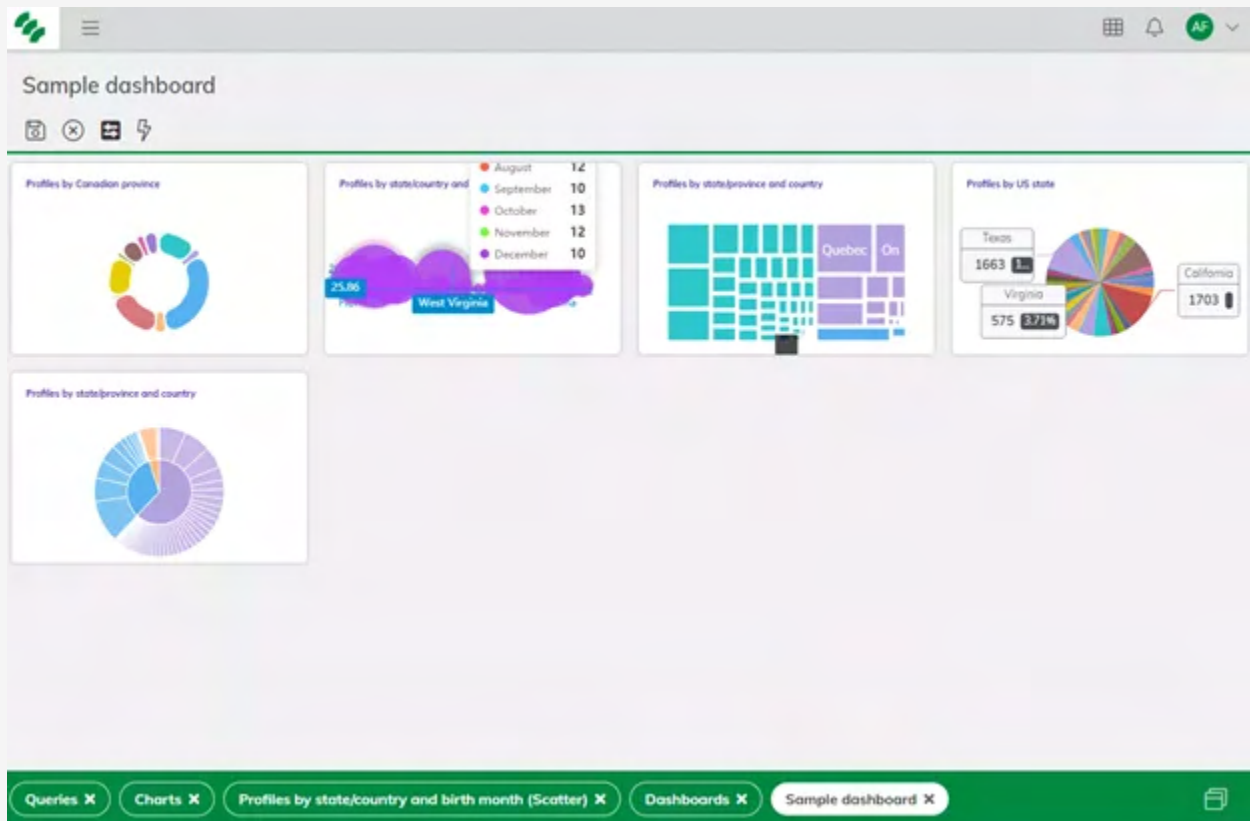
- Bar Chart
- Bubble
- Donut
- Pie Chart
- Scatter Chart
- Sunburst

- Tree Map
- Mapping via Geolocation

Export the charts with one click to use them for presentations, reports and other documents.

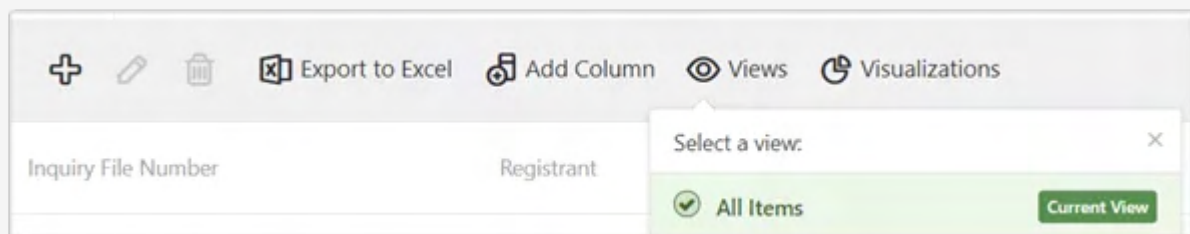


Report dashboard in Workbench



Staff can create views in the system. Views can include any combination of data fields tracked in the system and can be saved by staff for ongoing use. Staff can also export all data from any view to Excel for more in-depth statistical analysis.

Table views in Workbench



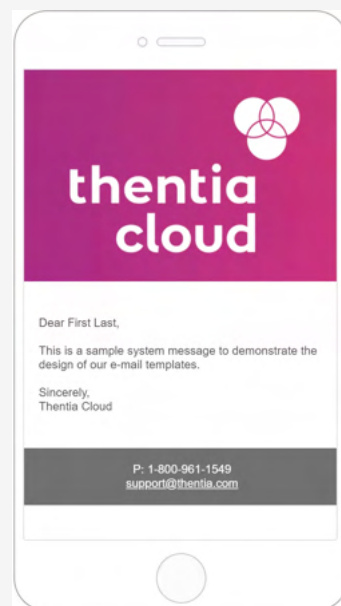
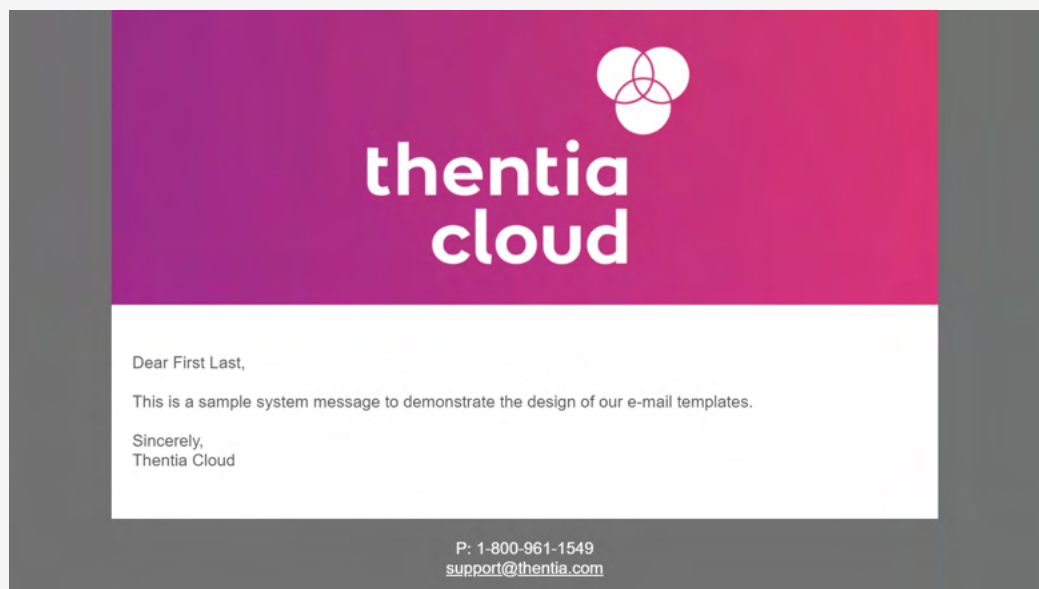
4.7. Communication Management

Thentia Cloud makes stakeholder communication simple and effective. Our system provides direct e-mail capability, creating an environment where the client can prepare and send campaigns for any occasion including updates and renewal notices.

The communications sent to applicants and licensees are tracked in individual licensee profiles providing staff with the ability to see all communications in one place.

Desktop and Mobile Friendly E-mails

Send branded messages that look great on both a desktop application and a mobile device.



Update E-mail Template Contents

Change the content of e-mails or add new templates on demand with Thentia Cloud's e-mail template editor. Changes are effective as soon as they are saved.

E-mail Template

Name *

onlineservice.application.approved

To E-mail Address *

{{reg_email1}}

E-mail Subject *

{{sysmsg:acronym}} - Application for Licensure Approved

From E-mail Address *

odi@thentiacloud.com

Content

Template Body *

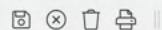
B I U [List Icons] [Table Icon]

Hello {{reg_first_name}} {{reg_last_name}},
Your application for licensure has been successfully approved by the{{sysmsg:legalname}} and your license has been issued. Please log into the self-service portal to download a copy of your wallet card.
Your License Information
License Number: {{reg_license_no}}
License Type: {{reg_license_type}}
License Expiration: {{reg_license_expiration}}
Be sure to visit our website for more information on the annual requirements to maintain your license.

Comprehensive E-mail Audit History

Letter mail is being replaced with e-mail in most agencies and the audit history ensure a comprehensive view of every communication sent from the system. Thentia Cloud allows you to see a copy of every e-mail sent from the system including important information like when it was sent, the e-mail address it was sent to, if it has been opened or bounced.

E-mail Audit Record



This Record

E-mail Audit Record ...

Files & Other

Audit History

Files

Connections

E-mail Audit Record Details

Source Address

odi@thentiacloud.com

Destination Address

demo.user@thentia.com

Opened Count

8

Click-through Count

1

Bounced (Soft, mail filtering)?

☐ Yes ☒ No ☐ Unset

Bounced (Hard, e-mail does not exist)?

☐ Yes ☒ No ☐ Unset

Subject

001 - Application for Licensure Approved

Body

B I U [List Icons] [Table Icon]

Hello Eric Test,
Your application for licensure has been successfully approved by the Board and your license has been issued. Please log into the self-service portal to download a copy of your wallet card.
Your License Information
License Number: A-24333
License Type: Registered Practitioner
License Expiration: 30-Nov-2022
Be sure to visit our website for more information on the annual requirements to maintain your license.

4.8. Governance



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Chicago, IL
60603

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Board

Meetings

Members

Resource Library

Committees

Meetings

Committees

Members

Resource Library

Categories

All Resources

The newest version of Thentia Cloud includes a complete governance module to assist regulators with board and committee management.

The solution features the ability to track board members and their membership terms, as well as the ability to serve as a document repository for board members to access.

Member records can be created to create committees. A separate document repository is also available to committees. Case dispositions related to the committee can also be managed within the Governance module.

Board meetings are also included in the module. Meetings can be scheduled, with meeting invites sent from the system itself, including agenda, web and teleconference joining options. Meeting notes can be recorded about a meeting while it is in progress, including start and end times, attendance, quorum, facilitator, recorder, and timekeeper, and notes about the meeting. Motions and votes can also be recorded.

5. PROPOSED SOLUTION AND DELIVERY

5.1. Proposed Solution Overview

Thentia is proposing the implementation of Thentia Cloud, our regulatory management software solution. Thentia Cloud is an all-encompassing solution for regulatory bodies, equipped with modules for registration, applicant/licensee self-service portals, fee management, invoicing, complaints and discipline capabilities, board and committee management, quality assurance and education, communication management and reporting, among many other core features.

We recognize no two organizations are the same. As a configurable product, the Thentia Cloud system has been designed to meet the needs of regulatory bodies. We strongly believe our bottom-up approach will give your organization the fine-tuned data processing capabilities needed to be successful as a regulator.

5.2. Onboarding Summary

The Nevada State Board of Optometry participated in a software demonstration of Thentia's Cloud solution on December 20th, 2021, which included a high-level preliminary needs-discovery. From that meeting and previous conversations - which prompted an enthusiastic discussion and some focused questions - we were able to gain a well-rounded understanding of the Board's requirements, as well as some of the challenges and short-comings imposed by the current technology.

At this stage, we are confident we can meet and exceed the Board's expectations. This includes meeting all system functionality requirements, improving/expanding workflow automation, advanced reporting, and integrating with key third-party applications (e.g., online payment processing).

5.3. Project Deliverables

Your Thentia Cloud deployment will include all scoped requirements, and be delivered with the following online user interfaces at a minimum:

User Interface	Access Type
Workbench staff portal	Private URL, secure login
Applicant portal	Public URL, secure login, links from website
Licensee portal	Public URL, secure login, links from website
Public register	Public URL, secure login, links from website



User Interface	Access Type
Inspection portal	Public URL, secure login, links from website
Online complaint form	Public URL, public access, links from website

Thentia Cloud includes the following major modules in a standard configurable deployment:

- Registration and renewals
- Complaints and discipline
- Quality assurance management
- CE auditing
- Invoicing and payments
- Document tracking
- Reporting and analytics
- Inspections
- Communication management
- Alerts and notifications
- Workflow automation
- Third-party integration

Beyond this proposal document, we want to continue collaborating as we work towards a mutual understanding of how our service can meet your needs.

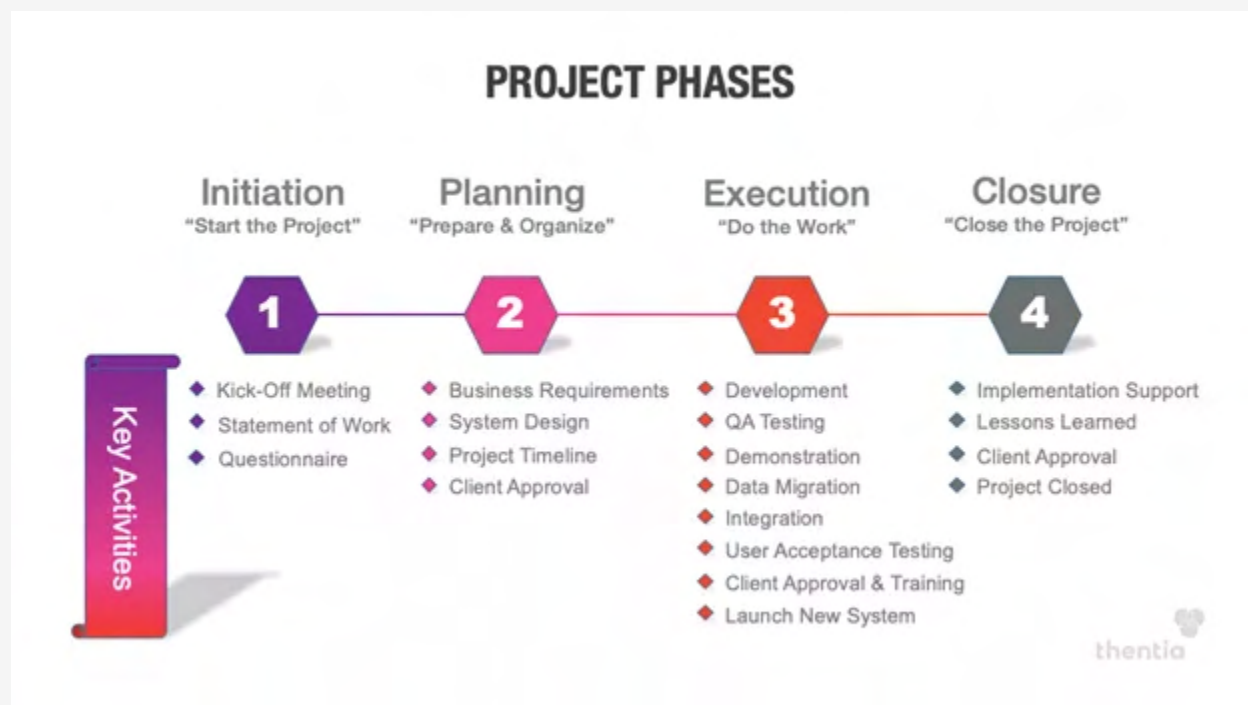
We also took the opportunity to review your website located at <https://nvoptometry.org/> to familiarize ourselves with some of your legislative and governance procedures.

5.4. Project Management

5.4.1. Project Approach

Thentia adopts a best practice that conforms to the standards and guidelines outlined in the Project Management Body of Knowledge (PMBOK) Guide, Project Management Life Cycle defined and published by the Project Management Institute (PMI). The project lifecycle is the sequence of phases the project goes through from the initiation phase to project closure.

The diagram below highlights the key activities and deliverables within each phase of the project. Additional information may be identified during the planning phase that may entail the addition of new activities, tasks and deliverables required to complete the project.



5.4.2. Onboarding Initiation

The initiation phase starts the onboarding project with two main objectives; an introductory meeting to review and confirm the high-level objectives and the second objective is the creation of the Statement of Work (SOW) that outlines the business need, defines the scope, the key deliverables, and the project management approach.

Key Activities	Deliverables
Conduct Client Kick-off	Introductory meeting
Create Statement of Work (SOW)	Statement of Work (SOW) document
Provide Optional Questionnaire	Supplementary information to enhance scoping

5.4.3. Onboarding Project Planning

The planning phase entails identifying all the work and the deliverables required to complete the onboarding project successfully. It begins with capturing and documenting the configuration business requirements and configuring the system to meet those needs. From here activities, tasks and

estimates are identified and used to create a realistic onboarding project schedule to complete the onboarding.

Key Activities	Deliverables
Collect and document business requirements	• Business Requirements (Mock-ups, Data Mapping Analysis) • Formal sign-off of the business requirements
If additional information is discovered during the business requirements, it may require changes to the SOW. Note: Changes to the SOW may impact the project schedule and potentially delay the launch date	• Statement of Work (SOW) Document
Create a project schedule listing all the activities required to complete the project.	• Project Schedule
Formal sign-off on the SOW	• Statement of Work (SOW) document Signed

5.4.4. Onboarding Project Execution

The execution phase entails carrying out and completing the deliverables outlined in the statement of work (SOW) in accordance with the activities, tasks, and milestones in the project schedule.

Key Activities	Deliverables
Configure the system in accordance with the business and system requirements	• Applicant Portal • Licensee Portal • Inspections Portal • Public Register • Online Complaints • Workbench Staff Portal
Data Migration – mapping, loading the data and validations	• Data Migration Mapping • Convert the data and validate
Quality Assurance Testing	• QA team tests the system to ensure it meets the business and the system requirements

Key Activities	Deliverables
User Acceptance – Product Review	Participants will have access to a test environment to perform user acceptance and ensure the system meets the business requirements
Information Security Screening	An information security screening is performed upon final release. Based upon a screening, a combination of automated and manual testing may be further performed, including based upon materiality of the changes penetration testing or bug bounty for a limited period to ensure system integrity and security
Deployment – preparing to deploy everything to the production environment	- Deployment Plan - Production Deployment
Launch the system	System is now live

5.4.5. Onboarding Project Closure

After the system has been successfully deployed to production and meets the items outlines in the scope of work section 3.2, the focus in this last phase of the onboarding project is to provide postproduction support, document lessons learned and archive project artifacts.

Key Activities	Deliverables
Complete Sign-Off Form	Project sign-off form
Identify areas for improvement	Lessons Learned
Officially close the project	- Archive documentation - Project closed

5.4.6. Post Onboarding Support

The onboarding team will provide post implementation support for a period of 10 business days from the day the new system has been successfully launched / deployed to production. During this period, the onboarding team will resolve outstanding bugs/defects and address any questions related to the onboarding.

After the post implementation support period ends, the new system will be transitioned over to the customer service desk. The customer service desk will continue to provide client support moving forward. The onboarding team resources will be reassigned to work on other initiatives.

All requests for changes outside the original scope for the new system will be required to follow the change request process, which is initiated by creating a request for change ticket through the customer service desk.

5.4.7. Onboarding Schedule

The onboarding estimates are based on the following key areas required to complete the requirements, the design, the configuration, testing and information security screening:

- Applicant Portal
- Licensee Portal
- Inspections Portal
- Public Register
- Online Complaints
- Administrative Workbench
- Data Migration

NOTE: Once the requirements are completed, Thentia will review and estimate the effort to complete the work and provide an updated onboarding project schedule.

5.4.8. Onboarding Project Success Criteria

The success of the onboarding project will be measured using the following criteria:

- Performance of the system against the system requirements
- Delivered quality product within original scope and timeframe
- Client satisfaction (met expectations, benefits realized)
- Training is provided ensure the Thentia Cloud system is used within the system's design goals

5.4.9. Acceptance Criteria

This onboarding project will be deemed complete when all deliverables have been completed and delivered to the Agency, including all associated documentation drafted because of the work.

5.4.10. Assumptions, Constraints, Risks

Category	Description
Assumptions	- Resources will be available by both Agency and Thentia to adequately implement the required deliverables including approval, review, and testing of the system within the mutually agreed timelines - Changes to the onboarding project will be formally documented and agreed upon by both Agency and Thentia. (Refer to section 4.12 Change Control for more details)
Constraints	There are no constraints identified at the time of completing the Statement of Work (subject to change as new constraints may be identified during the project)
Risks	The following will have an impact on the project schedule and potentially delay the launch date. - Data Migration – poor data / missing information may require additional time to address / resolve - Requirements are unclear or poorly defined - Unreasonable delays in providing feedback - Integration – unexpected delays or non-cooperation by 3rd party stakeholders or vendors

5.4.11. Issue Management

Onboarding project-related issues will be tracked, prioritized, assigned, resolved, and communicated in accordance with project management procedures.

An issue is something currently happening that is having a negative impact on the project and requires resolution for the project to proceed successfully. Issue management is the process of identifying, analyzing, responding to, and tracking issues facing the project.

The objectives of issue management are as follows:

- Identify and record issues clearly
- Use Issue Log to document issues properly
- Determine the impact of each issue
- Prioritize issues and report on their status
- Review all issues and decide on a course of action
- Take the steps needed to resolve issues quickly

5.4.12. Change Control

The change control process will be consistent with Thentia's project management standards and guidelines to ensure that each change proposed during an onboarding project is adequately defined, reviewed, and approved before implementation. The change control process helps avoid unnecessary changes that might disrupt services and ensures the efficient use of resources.

The Change control contains six stages:

1. Proposing a Change
2. Summary of Impact
3. Hour Estimation
4. Decision
5. Implement a Change
6. Closing a Change

All aspects of the change request are managed through our service desk system – approval of the change request takes place directly within the support system and will be required before any configuration effort can begin.

1. Change Proposal

This process gives the ability for Thentia and Agency to suggest a change to the project. A series of questions are answered when submitting the change request through the service desk system which includes a summary of the requested change, location of the change and context behind the change. You will also can request professional service assistance in creating the documentation for the change request.

2. Impact Analysis

This process is carried out by the project manager, who will consider the overall effect on the project, covering the following items:

- Quantifiable cost savings and benefits
- Legal, regulatory, or other unquantifiable reason for change
- Resources required
- Impact on other projects and business activities
- New risks and issues
- After this assessment, the project manager recommends whether to carry out the change

3. Hour Estimation

All parties involved will provide estimates for completion of the change. The minimum number of hours used to carry out a change request will be three hours. The hour estimate provided by the service desk includes:

- Project Management time



- Professional Services time
- Configuration time
- Quality Assurance time

4. Decision

This process involves a review of the change request by an approved authority who will consider all the information provided in the ticket and person making the request.

The decision will be one of the following:

- Accept
- Accept with comments and special conditions
- Reject

5. Implementing a Change

If the change is approved, it enters a change request queue with support to be implemented. As part of the planning, a regression test plan and information security screening is needed to scope materiality of the change.

Implementation will go through the following stages:

- Approval
- Configuration
- Quality Assurance Testing
- Corrections (if necessary)
- Quality Assurance Testing (if necessary)
- User Acceptance Testing
- Push to Production

6. Closing a Change

Once implemented and pushed to the production environment the ticket is closed and the change request is deemed complete.

5.4.13. Stakeholders, Roles and Responsibilities

The following table highlights the stakeholders, roles, and responsibilities within the project. These are subject to change depending on the project requirements.

Stakeholder	Role	Responsibilities
-------------	------	------------------

Stakeholder	Role	Responsibilities
Agency Sponsor	Project Sponsor	- Reviews and approves Statement of Work document - Participates in review sessions to collect and document the business requirements - Participates in meetings when required - Participates in the training and data conversion activities - Serves as a subject matter expert for Nevada State Board of Optometry requirements
Agency Staff	Subject Matter Experts	- Participates in meetings when required - Participates in design of business process definitions - Provides a list of all data required to load into the new system - Conducts data clean-up to ensure the data is accurate and up to date. - Conducts User Acceptance Testing (UAT)

Stakeholder	Role	Responsibilities
Thentia Project Manager / Customer Success Manager	Project Manager / Customer Success Manager	• Actively manages, communicates, and mitigates project risks and issues and escalates when necessary • Manages sponsor, stakeholder, and team expectations throughout the project • Provides detailed project planning documentation (Statement of Work, Risk Management Log, Status Reports, Schedule, etc.) • Responsible for managing the execution of all project milestones/deliverables • Provides leadership and actively manages the project team resources within the confines of the project • Organizes Inter-Departmental work groups and team meetings, when necessary • Monitors project progress: individual and team performance against work estimates and assists when necessary to ensure that the project stays on schedule, cost, scope and quality • Manages project scope and escalates issues where necessary • Provides project updates and status reports to all project stakeholders • Resolves cross-functional issues at project level, escalates where necessary • Creates and distributes Launch Plan and Checklist amount stakeholders. • Acts the assigned Customer Success manager to Nevada State Board of Optometry beyond initial implementation.
Thentia Project Coordinator	Project Coordinator	• Assists the project manager with the coordination of resources, equipment, meetings, and information

Stakeholder	Role	Responsibilities
Project Team	Implementation Specialist	- Assist in defining the project - Gather requirements from business units or users - Create process flow diagrams associated items as defined in the Scope of Work - Works closely with the onboarding configuration team to ensure data is mapped and loaded in the new system correctly - Works closely with Nevada State Board of Optometry to ensure the project meets business needs - Test solutions to validate objectives - Prepare Testing Scenarios / Scripts with a Pass/Fail testing Matrix
Project Team	Solution Architect	- Review the business requirements, the system requirements, and the business process flow to map requirements to available system functionality - Provide estimates to complete the configuration work based on the business and system requirements
Project Team	Onboarding Configuration Team	- Configures the system from requirement specifications and any related documentation - Provides Architecture Diagrams - Provides Data Dictionary and Data Relationship Diagrams
Project Team	Product Training Manager	- Create a training plan based on board needs - Provide and update documentation associated with the system, including an online knowledgebase and repository which includes a system administration manual - Conduct pre-launch and post-launch training as needed by the Agency

5.4.14. Team Structure

Below is a description of the roles we will make available for the project. All roles are filled by personnel that are full-time employees at Thentia.

Project Manager/Customer Success Manager



All clients are assigned a project manager/customer success manager with the kick-off of the project.

The project manager/customer success manager's role is to develop, according to project management institute standards, a host of project documents such as a project charter, project plan, communication plan, meeting minutes and follow-ups. The project manager/customer success manager will also conduct regular weekly meetings with client staff to receive continual feedback on deliverable status to ensure that the plan is always moving forward, and dates are attributed to every activity.

The role of the project manager/customer success manager is to build rapport and maintain a strong working relationship with the client. They are your internal champion at Thentia. The project manager/customer success manager is responsible for ensuring no activity on a project is left without a date and that the project is always moving toward completion.

As a proactive measure, the project manager/customer success manager will establish a regular communication cycle with the client. They will want to stay current on any outstanding support tickets and escalate as necessary, learn about, and plan for upcoming change requests, and engage on anything the client deems important or urgent. They will also provide status reports about relevant KPIs, product roadmaps, and After-care utilization.

Project Coordinator

The project coordinator assists with helping the project move smoothly. They will work on coordinating schedules for meetings, internal resources, equipment, and information.

Implementation Specialist

The implementation specialist's role is to review the regulations, by-laws of any intersecting regulatory body along with the business processes of the client and to work collaboratively with the client to map out business processes in the form of flow charts and written documentation (business requirement document and system requirement specifications) to ensure the system's requirements and ensuing functional specifications provide adequate compliance with the client's regulatory and administrative obligations.

The implementation specialist also works closely with the development team to ensure data is mapped correctly and assists in developing test cases for quality assurance.

Onboarding Configuration Team

The onboarding configuration team is responsible for configuring Thentia Cloud based on the business requirements gathered.

The team will also provide a data dictionary, data relationship diagrams and architecture diagrams.

Product Training Manager

The product training manager is responsible for assembling all training material and assembling a training plan based on the needs of the agency. The trainings will consist of live Q&As as well as pre-recorded videos.

5.4.15. Risk Management



Risk management is the process of identifying possible risks, assessing their potential impact on the project, and then configuring and implementing a plan for minimizing any negative effects. All risks will be monitored and tracked through the risk log.

Risk Management Objectives:

- Identify all potential risks
- Identify high impact/high priority risks
- Risk identification and analysis process
- Communicate to all stakeholders

5.5. Data Migration Plan

Data migration is the process of moving data from its current source to Thentia Cloud. The process involves cleaning up the data, assessing the data quality, mapping the source to the target, loading the data into Thentia Cloud, and performing verification procedures to ensure data is loaded correctly in to Thentia Cloud.

Thentia will conduct an initial assessment of the data looking for any inconsistencies, duplicates, missing data, validate business rules where applicable, etc.) and provide feedback as needed. Agency will send Thentia an Excel spreadsheet in Thentia's standard format (CSV) for review by secure data transfer:

The following is a summary of events to clean-up the data:

1. Agency to update the Excel spreadsheet (CSV) files and clean-up the data where applicable and send the files to Thentia by secure transfer
2. The Onboarding team will load the data into Thentia Cloud, validate and identify any data issues
3. Discuss and review any data issues found with Agency for resolution
4. Repeat steps 1 through 3 until all the data is cleaned and loaded successfully
5. Agency will have access to the new system to conduct additional testing to validate the data

Agency owns the data. Thentia will make data formatting changes for operability within Thentia Cloud. Any data changes will not be made by Thentia without Agency's approval. If the data quality is poor (i.e., data is missing values or information is incorrect) during the data migration, it will impact the project schedule and potentially alter or delay the launch date.

5.6. Quality Assurance Plan

The purpose of the Quality Assurance Plan is to ensure the new system conforms to meet the business needs of the Agency and Thentia's operational requirements. Thentia adopts an iterative approach to ensure a high level of quality during the configuration, testing and final delivery of its service.

5.6.1. Testing Approach



Onboarding Configuration Team

- - Configures each module in accordance with the business requirements
- Conduct unit, regression, and system tests
- Resolve variances as needed

QA Team

- - The QA Team will execute test scenarios using test cases, recording the results 'Pass or Fail'
- If the test fails, a 'Bug' ticket is created and assigned to the configuration team
- Re-test defects, re-assigns to the configuration team if not resolved
- QA continues with the testing until each test scenario has achieved a score of 'Pass'

User Acceptance Product Review

- - The Agency staff will have access to a UAT environment to perform user acceptance testing
- Agency provides the test results to the onboarding configuration team who reviews and creates a 'Bug' ticket for failed test scenarios
- Agency continues with testing until all test scenarios are completed and defects resolved
- After the user acceptance product review is completed, Agency will be required to provide sign-off

Delays in providing feedback or performing user acceptance testing during the product review will impact the project schedule and potentially delay the launch date.

5.6.2. Defect Management

When a defect is identified during QA testing or during the user acceptance product review a 'Bug' ticket is created and assigned to the onboarding configuration team to resolve. Once this is completed, the 'Bug' ticket is re-assigned to the QA team and/or the UAT team for further testing. This process is repeated until the defects are fixed.

5.7. Training Plan

The purpose of the training is to assist Agency in gaining full benefit from its Thentia Cloud environment. Training is performed by a series of online sessions focused on using Thentia Cloud to achieve the desired business objectives outlined at the commencement of the onboarding project.

The Training Plan provides for the following:

- Perform a needs Assessment (i.e., Identify key areas that may require more in-depth training)



- Provide training on Thentia Cloud through Online Sessions that are recorded and provided to Agency
- Support (i.e., follow up questions) via the customer service desk

Training will cover:

- General Overview - Explaining general terminology, icons, navigation, login and logout, secure usage of the platform, setting up MFA and maintaining the security of the system
- Administrative Workbench
- Applicant Portal
- Licensee Portal
- Public Register
- Reporting and Analytics

After the first round of training is completed additional training sessions can be scheduled as needed through the Service Desk.

At the end of the training, Agency will have the knowledge and skills required to support their business operations through the Thentia Cloud system.

6. QUOTATION AND PAYMENT TERMS

6.1. Solution Implementation

- Configure Workbench back-office portal
- Configure online application portal
- Configure online licensee portal
- Configure online public register
- Assist with data mapping and migration (import)
- Video and written training materials provided

6.2. Software Hosting, Licensing, and After-care

- Set-up/maintenance of production (live) and pre-production (test) environments on Google Cloud
- 99.8% uptime guarantee
- High availability cloud hosting with unlimited storage / 30-day backup retention
- 24x7x365 critical support (system down)
- Monthly database resource usage reporting
- Daily external vulnerability scanning
- Unlimited Workbench users
- Assigned Account Manager / Quarterly account review meeting and status report

6.3. Pricing

- Solution implementation / launch, software hosting and licensing
- \$0.65 / Active Licensee / Month (all inclusive / no additional fees)
- This is a white glove process that includes all configuration work required for a fully launched solution
- All available historical data is mapped into the Thentia system including inactive licensee information (all searchable and reportable at any time)
- 3-year term – No additional set-up fee

Active Licensees	Price per Active Licensee per Month	Monthly Cost	Annual Cost
842	\$0.65	\$547.30	\$6,567.60

6.4. Payment Terms

Below are the payment terms that apply once a Master Services Agreement is signed between Thentia and the client.

- All fees are invoiced in US dollars
- All fees do not include applicable taxes
- Fees are pre-paid on an annual basis with the first solution deployment payment due upon the commencement of the contract term
- An active licensee count is taken at the time of signing the contract followed by an annual count every 12 months on the anniversary of the contract effective date. Monthly fees are adjusted based on the active licensee count each year

7. ADDITIONAL THENTIA CONTACTS

Andre Forget

EVP, Global Enterprise Accounts

andre.forget@thentia.com

647-362-9525

Ryan Richards

Sales Engineer

ryan.richards@thentia.com

412-209-5667



8. SECURITY DETAILS

8.1.1. ISO 27001 Compliance

ISO 27001 specifies a management system that is intended to bring information security under management control and gives specific requirements. Organizations that meet the requirements may be certified by an accredited certification body following successful completion of an audit.

Most organizations have several information security controls. However, without an information security management system (ISMS), controls tend to be somewhat disorganized and disjointed - often implemented as just point solutions to specific IT or data security situations and leaving non-IT information assets (such as paperwork and proprietary knowledge) less protected.

ISO/IEC 27001 requires that management:

- Systematically examine the organization's information security risks, taking account of the threats, vulnerabilities, and impacts;
- Design and implement a coherent and comprehensive suite of information security controls and/or other forms of risk treatment (such as risk avoidance or risk transfer) to address those risks that are deemed unacceptable; and
- Adopt an overarching management process to ensure that the information security controls continue to meet the organization's information security needs on an ongoing basis.

8.1.2. SSAE Compliant Data Center

SSAE 16, also called Statement on Standards for Attestation Engagements 16, is a regulation created by the Auditing Standards Board (ASB) of the American Institute of Certified Public Accountants (AICPA) for redefining and updating how service companies report on compliance controls.

8.1.3. Biometric Fingerprint Scanning

Traditional identity cards are set for a major downgrade to obsolescence. Organizations are realizing that fingerprint-based access control is much more effective than traditional identity cards in both enrollment and operational conditions.

With fingerprint readers installed at entry and exit for employee authentication, fingerprint-based swipe-in and swipe-out mechanisms in office are getting integrated with timekeeping and attendance management systems.

Such systems eliminate buddy punching and proxy attendance which have been traditional headaches for Human Resource departments.

Thus, the overall efficiency of employee access, authentication, timekeeping, and attendance is improved while the convenience is much more for employees as well as they no longer need to carry identity cards with them everywhere in the office premises.

With the rise in security breaches in recent years, Thentia has adopted biometric fingerprint scanning and authentication to access our server environment. This directly addresses an important ISO 27001 Compliance audit requirement.

8.1.4. Proximity Card Readers

A proximity card or prox card is a "contactless" smart card which can be read without inserting it into a reader device, as required by earlier magnetic stripe cards such as credit cards and "contact" type smart cards. Held near an electronic reader for a moment they enable the identification of an encoded number.

The ID card uses an RFID Proximity chip to allow access to many residential and academic buildings. When placed near a reader, the chip receives a Radio-Frequency signal which provides enough power to send the card's unique number back to the reader. The information is processed, and access is either granted or denied. Thentia requires all staff to have their proximity card in possession to enter and exit our business headquarters. This also directly addresses an important ISO 27001 Compliance audit requirement.

8.1.5. Strong Perimeter Defense

Layering security methods reinforces the ability of organizations to prevent cyber threats from penetrating security perimeters. The idea behind the efficacy of layered security is that any individual defense mechanism, no matter how healthy and robust it seems, may be flawed to the point it permits destructive intrusion and irreparable damage. Consequently, businesses employing a series of strong IT defenses layered in a way that covers another layer's weakness are more likely to survive an attack by internal or external threats.

8.1.6. Network Firewalls

A firewall is a system designed to prevent unauthorized access to or from a private network. Firewalls prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets.

8.1.7. Threat Monitoring



Threat monitoring refers to a type of solution or process dedicated to continuously monitoring across networks and/or endpoints for signs of security threats such as attempts at intrusions or data exfiltration.

8.1.8. Strong Password Protection

A password that is difficult to detect by both humans and computer programs, effectively protecting data from unauthorized access. A strong password consists of at least six characters (and the more characters, the stronger the password) that are a combination of letters, numbers, and symbols (@, #, \$, %, etc.). Passwords are typically case-sensitive, so a strong password contains letters in both uppercase and lowercase. Strong passwords also do not contain words that can be found in a dictionary or parts of the user's own name.

8.1.9. Automatic Time-Out

A session timeout is an important security control for any application. It specifies the length of time that an application will allow a user to remain logged in before forcing the user to re-authenticate.

8.1.10. Intrusion Detection

An intrusion detection system (IDS) is a system that monitors network traffic for suspicious activity and issues alerts when such activity is discovered. Thentia's intrusion detection systems can take actions when malicious activity or anomalous traffic is detected, including blocking traffic sent from suspicious IP addresses.

8.1.11. Anti-Virus Detection

Anti-virus software is a software utility that detects, prevents, and removes viruses, worms, and other malware from a computer. Most anti-virus programs include an auto-update feature that permits the program to download profiles if new viruses, enabling the system to check for new threats.

8.1.12. High Availability and Multi-Redundancy

High availability (HA) is a deployment in which two firewalls are placed in a group and their configuration is synchronized to prevent a single point of failure on the network.

Multi-redundancy is the duplication of critical components or functions of a system with the intention of increasing reliability of the system in the form of a backup or fail-safe and to enhance system performance.

8.1.13. Hourly Data Backup

Our service provides hourly data back-ups in case data needs to be restored, an especially important feature during high transactional periods.



8.1.14. Non-Recoverable File Deletion

Deleting files just marks the space the file takes up on your drive as reusable. So, until that space is overwritten, the file is recoverable by a data recovery program.

To make the files unrecoverable, Thentia uses a utility that deletes and overwrites the space on the drive where the file was located. The process is known as “shredding” and securely deletes the files by overwriting them so they are unrecoverable. This prevents sensitive information and documents from being accessible in the future.

