



OPTISIGHT NEWS

Newsletter of the Professional Board for Optometry & Dispensing Opticians



FROM THE CHAIRPERSON

I am reminded of a story of a traveller who came across an old cabin with a well of water after walking and being thirsty for kilometres without water. Next to the well, he noticed a tin can tied to the pump, with a note inside that said: "Dear stranger: This water pump is in working condition, however, the pump needs to be primed in order for the water to come out. Under the white rock, I buried a jar of water, out of the sun. There's enough water in the jar to prime the pump, but not if you drink the water first. When you are finished, please fill the jar and put it back as you found it for the next stranger who comes this way".

It is a story that makes me not only mindful but also appreciative of the efforts our predecessors who worked tirelessly to ensure that they leave enough water in the jar for the current Board to prime the professional pump for the benefit of both the public and the profession. Worth noting is the protracted and tiring battle that our predecessor undertook to expand the scope of the profession, they executed successfully. Just recently the Medicines Control Council (MCC) approved Optometrists to use and prescribe certain scheduled substances as part of the scope expansion. In June 2016, the Minister of Health, Dr Aaron Motsoaledi, signed off and gazetted the scheduled substances from the MCC for use by Optometrists. This is a great achievement for our profession and most importantly the people we serve and I thank the previous Board for all its hard work.

This also makes me mindful of the tasks that lay ahead to ensure that, we benefit from the labour of our predecessors as we leave enough water in the jar to prime the professional pump for the next generation. As the current Board we have the task of ensuring the successful implementation (both from a training and practising perspective) of the expanded scope of our profession. We have the task of ensuring the full integration of the professions of Optometry and Dispensing Opticians into the public eye health system. There is also the task of upholding the standards of our professions for the benefit of the people we serve. Improving relations with our stakeholders (including our peers in other



professions) for the sake of integrated eye health in our country is another task the Board has to maintain. All these tasks and more are outlined in the current Board's strategic plan 2015- 2020

Although the work ahead remains colossal, I am confident that the diverse expertise, experience and background of each Board member and its Secretariat will make us equal to the task

As we embark on our five year term, I invite you to continuously engage the Board on matters of public and professional importance so that together we can deliver our mandate of protecting the public whilst guiding the professionals.

I acknowledge the contribution of each member of the Board thus far, not forgetting the competent and pleasant team of the Secretariat that remain instrumental in the functioning and the execution of the functions of the Board. I wish you all the best going forward.

Looking forward to your support and guidance throughout this term.

Chairperson:
Maemo Kobe
Optometry & Dispensing Opticians

COMPOSITION OF THE PROFESSIONAL BOARD FOR OPTOMETRY AND DISPENSING OPTICIANS

The Professional Board was constituted in terms of the Regulations relating to the Constitution of the Professional Board for Optometry and Dispensing Opticians.

The Board consists of members who permanently reside in South Africa and are the following:

- Six (6) Optometrists
- Two (2) Dispensing Opticians
- One (1) Person appointed by the Universities South Africa (USAF) formally Higher Education South Africa (HESA)
- One (1) Person appointed by the Health Authorities (Ministerial representative)
- Three (3) Community Representatives

Optometrists:

- Dr. Nina Kriel
- Ms Raserogole Fiona Segooa
- Mr Maemo Raynold Kobe

- Mr Nashua Naicker
- Mr Matsosa Moses Phadu
- Ms Yurisa Naidoo

Dispensing Opticians

- Ms Anthea Simone Pinto-Prins
- Ms Cheryl Lynne Botha

Member representing the National Department of Health

- Ms Sandhya A Singh

Member representing the Universities South Africa (formerly HESA)

- Ms Patricia Mary Von Poser

Community Representatives appointed by the Minister of Health

- Prof Obert Mbulaheni Maguvhe
- Mr Jayaseelan Gopal Nair
- Mr Racheho Dooka



First row from right to left: Ms Anthea Pinto-Prins, Ms Yurisa Naidoo, Mr Moses Phadu, Mr Jace Nair, Ms Sandhya Singh, Ms Fiona Segooa, Ms Pat von Poser, Ms Mukona Mphidi. Second row From right to left: Prof Mbulaheni Maguvhe, Dr Nina Kriel, Mr Racheho Dooka, Mr Maemo Kobe, Ms Modern Ramare, Mr Nashua Naicker, Ms Cheryl Botha, Ms Tebogo Vundule

HIGHLIGHTS IN THIS ISSUE

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Have You Paid Your

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Explained

Dispensing Opticianry Practice

2016?

OPTICIANRY NEWS

Opticians were given the opportunity by the Board to highlight their concerns regarding legislation and other issues which they believe have impacted negatively in the profession. The feedback report from the workshop held in May 2016 is included below:

DISCUSSIONS WITH STAKEHOLDERS

The discussions were around the following points:

1. **Expansion of the Scope of the Profession:**
Dispensing Opticians (DOs) requested that their scope of the profession be expanded because it has been stagnant for the past 30 years, with limited career path, and recognition.

RESPONSE

Dispensing Opticians are recognised professionals in the eye care services in the country and they should identify gaps in their scope and industry for possible expansion.

2. **Dispensing Opticianry Educational programmes:**
Dispensing Opticians requested the Board to urge other institutions to offer the Dispensing Opticianry programmes.

RESPONSE

The Board is in discussions with institutions offering optometry programmes on the same matter (the introduction of dispensing opticianry programmes), however it is the prerogative of the Higher Education institution to offer any programmes.

3. **Multidisciplinary Practices:**

Dispensing Opticians (DOs) raised a concern that the Board of Healthcare Funders (BHF) stopped issuing Multi-Disciplinary practice numbers. And they sought clarity whether the Board allowed multi-disciplinary practices.

RESPONSE

The Board would seek legal advice and give feedback to dispensing opticians. Below is the feedback on the issue of multidisciplinary practices:-

- The Minister of Health has, by Notice published under Government Notice R706 in Government Gazette 15627 of 15 April 1994 in terms of section 54A of the Act, "exempted any company incorporated and registered as a private company with a share capital in terms of the Companies Act, 1973 (Act No. 61 of 1973),

subject to the conditions listed in the Schedule, from the provisions of sections 17, 32 and 36 up to and including 39 of the Medical, Dental and Supplementary Health Service Professions Act, 1974 (hereinafter termed the Act), in order to practise the profession of medical practitioner, dentist or psychologist or a supplementary health service profession contemplated in section 32 of the Act." Sections 32, 36, 37, and 39 of the Act have been repealed by the Health Professions Amendment Act, 2007 (Act No. 29 of 2007), but the notice still refers to these sections.

- Item 2 of the above notice provides that: "Only natural persons who are registered in terms of the Medical Dental and Supplementary Health Service Professions Act, 1974 (Act No. 56 of 1974), and practise the profession of medical practitioner, dentist or psychologist or a supplementary health service profession contemplated in section 32 of the Act (hereinafter termed a practitioner in each case) or a company all the directors and shareholders of which are practitioners (hereinafter termed a corporate member) shall be shareholders of the company and have an interest in its shares: Provided that a corporate member shall not have an interest in or control, own or acquire more than 24 per cent of the issued share capital of the company."
- Item 3 of the notice provides that: "Only a person who is a practitioner shall be a director of the company."
- Rule 8(3) of the Ethical rules of conduct provides that: "A practitioner shall practise in a partnership, association or as a juristic person only within the scope of the profession in respect of which he or she is registered under the Act."
- Rule 8(3) of the Ethical rules of conduct therefore prohibits practicing as a juristic person in different scopes of professions. Section 54A of the Act therefore entitles practitioners to practice in an incorporated company. An incorporated company is a juristic person in that it has the capacity to sue and can be sued. The Ethical rules of conduct provides for the practicing as juristic person by practitioners who are registered in the same profession and who practice the same scope of the profession.

STRATEGIC PLAN & OVERVIEW

03

Vision

An effective and accountable regulator in the education and practise of eye care professions.

Mission Statement

To establish and implement a regulatory framework, policies and guidelines for Optometry and Dispensing Opticians through:

- Setting of professional norms and standards
- Quality assurance of eye care education and professional practice
- Defining Scopes of Practice

- Promotion of equitable and accessible eye care service delivery
- Effective stakeholder engagement

Strategic Framework

- **Goal (Programme) 1:** Aligning the professions to the needs of the country
- **Goal (Programme) 2:** On-going and Effective Stakeholder Engagement
- **Goal (Programme) 3:** Governance and regulating Scopes of Practice
- **Goal (Programme) 4:** Protecting the Public

COMMITTEES THAT CONSTITUTE THE BOARD

1. EXECUTIVE COMMITTEE

The mandate of the Committee is to deal with and finalise all matters relating to Optometry and Dispensing Opticians. These matters arise from meetings of the Professional Board within the current policy parameters, or as would be determined from time to time by the Professional Board.

2. EDUCATION COMMITTEE

The mandate of the Committee within the current policy parameters as determined by the Board is to:-

- a. deal with, finalise and report to the Professional Board on all matters relating to the theoretical

- a. and practical training of professions within the ambit of the Professional Board and persons undergoing training;
- b. deal with all matters relating to Continuing Professional Development;

3. COMMITTEE OF PRELIMINARY INQUIRY

The Committee is authorised within the current policy parameters as determined by the Board to deal with all matters relating to preliminary inquiries regarding complaints in terms of section 41(2), determination of accounts in terms of section 53 and fines in terms of section 42(8) of Act 56 of 1974 and to report thereon to the Professional Board.

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- Whilst the above notice exempts any company incorporated to practise the profession of medical practitioner, dentist or psychologist or a supplementary health service profession contemplated in the Act, this practice is further regulated by the Ethical rules of conduct which provides that, this can only happen in the same scope of the profession. In other words, medical practitioners may practice as a juristic person or in an incorporated company, but medical practitioners may not practice as a juristic person or incorporated company with psychologists because these are two distinct professions with distinct scopes of the professions.
- Dispensing Opticians may not practice in a juristic person or incorporated company with Optometrists because these are two distinct professions with two distinct scopes of the professions.

4. Employment of Optometrist & Current Business models for Opticians:

Dispensing Opticians raised a question that in terms of the HPCSA regulations, where is it stipulated that a Dispensing Opticians (DO) cannot employ an optometrist and that the Board to re-consider this regulation.

RESPONSE

The Board would seek advice from Legal Department and had indicated that if need be Council would be consulted. Feedback on the matter is that:-

- Rule 8(1) of the Ethical Rules of conduct states that "A practitioner shall practice only in partnership or association with or employ a practitioner who is registered under the Act and who is not prohibited under any of the annexures to these rules or any ethical rulings from entering into such partnership or association or being so employed.
- In terms of the Regulations defining the Scope of Optometry the following acts are hereby specified as acts which, for the purposes of the Act, are deemed to be acts pertaining to the profession of optometry:
 - (a) *The performance of eye examinations on patients with the purpose of detecting visual errors in order to provide clear, comfortable and effective vision;*
 - (b) *The correction of errors of refraction and related factors by the provision of spectacles, spectacle lenses, spectacle*

frames and contact lenses, and the maintenance thereof, and the use of scheduled substances as approved by the Board and the Medicine Control Council or by any means other than surgical procedures.

(c) *The supply and fitting of any contact lenses to members of the public; and*

(d) *The provision of vision therapy to members of the public.*

- In terms of the Regulations defining the Scope of Dispensing Optician the following acts are hereby specified as acts which, for the purposes of the Act, are deemed to be acts pertaining to the profession of dispensing optician:
 - (a) *The provision, direct to the public, of spectacles, spectacle frames and spectacle lenses designed or intended to correct errors of refraction, including the performance of facial measurements and adjustments; and*
 - (b) *The repair or replacement of spectacles, spectacle frames and spectacle lenses.*
- From the scope of Optometry stated above, it is clear that Optometrists can perform certain clinical acts which Dispensing opticians cannot perform by virtue of their training and scope. These include:-
 - the performance of eye examinations on patients with the purpose of detecting visual errors in order to provide clear, comfortable and effective vision
 - and the use of scheduled substances as approved by the board and the Medicine Control Council or by any means other than surgical procedures,
 - the supply and fitting of any contact lenses to members of the public; and
 - The provision of vision therapy to members of the public.
- To that regard, in performing their scope of practice, Optometrists will be providing a service that Dispensing Opticians cannot perform at all. As such they will not be providing a supportive health care service to supplement the Dispensing Optician's healthcare or treatments intervention.
- In terms of Rule 8 (1) of the Ethical Rules, since an Optometrist cannot provide a supportive healthcare service to supplement a Dispensing Optician, the employment of Optometrists by Dispensing Opticians is prohibited. These are two distinct professions with distinct scopes of professions and are not registered in the same professional category.

Pertaining to current business models for Dispensing Opticians it must be further noted that:

- Item 3 of Annexure 8 of the Ethical rules of conduct provides that: "A dispensing optician shall not dispense spectacles to any person except on a prescription written and signed by a medical practitioner or an optometrist: Provided that this rule shall not apply to the repair or replacement of such spectacles or lenses or frames for such spectacles.
- "Rule 21 of the Ethical rules of conduct provides that: "A practitioner shall perform, except in an emergency, only a professional act -
 - (a) *For which he or she is adequately educated, trained and sufficiently experienced; and*
 - (b) *Under proper conditions and in appropriate surroundings.*
- Generally, there is a number of rules and regulations that must be complied with by Dispensing Opticians in the conduct of their practices, and these rules constitute the business models for Dispensing Opticians. The rules that have been referred to above, are a few of the rules that must be complied with.

5. Scope infringement by front line staff in practices:

Another concern raised by Dispensing Opticians was that front line staff and unregistered people being 'trained' or offered short courses to perform duties of qualified Dispensing Opticians (DOs). The Board to consider sending out a communication on the issue of front liners and why such a practice is not allowed. A concern was raised that some Practitioners presenting courses and labelling workshopped individuals as DOs or optical assistants therefore infringing on the scope of Dispensing Opticians.

RESPONSE

- a. It was indicated that such complaints of scope infringement will be lodged with the Inspectorate Office at the HPCSA.
- b. The Board will take this up and protect the profession and ensure Dispensing Opticians (DOs) are registered. The Board will table this matter at its next meeting.
- c. Notice or media statement to be sent out on this matter by the Board, that there is non-tolerance of employment of unqualified people working within the scope of the profession of Dispensing Opticians.

6. CPD Programmes for Dispensing Opticians

There were concerns raised that there are no CPD

activities available for Dispensing Opticians.

RESPONSE

The Board clarified its role as an accreditor and indicated that the DO's must organise and offer their own CPD programmes, or partner with institutions that do that.

The Board has accredited four institutions as accreditors and service providers of CPD activities. All practitioners should be responsible for their own professional development.

7. Same HPCSA fees for Optometrists and Dispensers:

Dispensing Opticians (DOs) felt that their annual fees should be lesser than those Optometrist as both professions do not earn the same amount, also there are many Dispensing Opticians (DOs) who are not registered with the HPCSA because they are unable to afford the registration and annual fees.

RESPONSE

Addressing the concern about equal annual fees paid by dispensing opticians and optometrists, the Chairperson explained that Dispensing Opticians (DOs) should take note that annual fees are determined by the activities of the Board and the number of the practitioners registered. One of the strategic objectives of the Board is effective stakeholder engagement. The Board appointed a Communications Task Team in order to be more transparent, educate and share information about its activities. During the strategic planning session, the Board agreed to engage more with registered professionals and other relevant stakeholders. The Board has recognised the challenges and is trying to understand the issues faced by practitioners. The Board will put in place a strategy to address the issues.

8. Contact Lenses: Is it part of the dispensing opticians' scope?

Dispensing Opticians (DOs) requested clarity on this issue as contact lenses are part of their education and training, training however, it was not clearly stated in the regulations defining the scope of the profession. There was a need to clarify the existing scope on a broader scale.

RESPONSE

The Board is currently considering possibilities of the

scope expansion for the profession.

9. The Bridging course (reinstatement of some sort or another programme of its kind):

Dispensing Opticians (DO) felt that there was no way to further themselves academically and that the bridging course was open for a short period of time and those practitioners who were able to take part are now qualified as Optometrists. Dispensing Opticians (DO) requested the Board to provide a way forward on this matter. Dispensing Opticians (DOs) requested that there should be more options to further their studies. It was suggested that the Board should lobby institutions for a course similar to the previous bridging course. The course showed that it should be accredited by the HPCSA. It was also suggested that the Board should consider re-introducing the bridging course.

RESPONSE

The Board clarified that the HPCSA is the custodian of the professions and its mandate includes amongst others, the issue pertaining to quality assurance of education and training offered by institutions. As such, in terms of its mandate, the Board is not in a position to dictate to institutions as to which programmes to offer. The current Board will thus not be introducing

any educational programmes and can only consider applications from training institutions.

10. Regulation:

A concern was raised that there was no regulatory body that ensures quality control over the production/manufacturing of eye care devices; and that the industry and the profession are not regulated enough.

RESPONSE

The Board will deliberate further on this matter to strengthen the regulations request may be done to consider including spectacles, contact lenses etc. as medical devices that are Regulated.

11. Amnesty for un-registered Dispensing Opticians:

A request to the Board to consider a period of amnesty where the Board could be encouraging more qualified Opticians who are practicing without being registered with the HPCSA, to correct the situation.

RESPONSE

The matter is still under consideration as Legal Department and Council still need to provide guidance for finalisation.

THERAPEUTICS TRAINING HOURS EXPLAINED

Minimum 600 clinical hours for ocular therapeutics training

With the approved expanded scope of the Optometry profession to include Therapeutics, the University of KwaZulu Natal in collaboration with State University of New York started offering the programme on Ocular Therapeutics. In order for a candidate to demonstrate satisfactory competence in Ocular Therapeutics, a minimum number of 600 supervised clinical hours is needed. This would involve the comprehensive assessment and management of various ocular conditions.

The determination of the clinical hours was based on an ideal work environment scenario, where a candidate would complete the work-integrated learning exercise by working on a daily basis under the supervision of an Ophthalmologist. As this programme is designed to run for a period of 1 year,

the didactic component should be completed in the first 6 months and the clinical component over the next 6 months based on an ideal work environment scenario. A 25 hour work week was taken as minimum supervisor-candidate contact time from the standard 40 hour week. This would accumulate to 100 hours in a month. Over a 6 month period, the summation of which would be a minimum 600 clinical hours. This was the formula that was used in the calculation of the 600 supervised clinical hours based on the ideal work environment scenario.

Current challenge with regard to clinical hours

Optometrists who have gone through the theory part of the programme, find obtaining the required clinical hours to be a challenging prospect. The Board will seek the intervention of the National Department of Health. Once a resolution has been offered an update will be issued.

SCOPE INFRINGEMENT BY "FRONT LINE" STAFF IN OPTOMETRY/DISPENSING OPTICIANRY PRACTICE

Following numerous queries and complaints received by the Professional Board for Optometry and Dispensing Opticians regarding the performance of certain clinical and professional acts falling within the scope of the profession of Optometry and Dispensing Optician by persons who are not registered in terms of the Health Professions Act; the Professional Board saw it fit to remind/inform and educate practitioners and the members of public that:

- It is illegal, for persons who are not registered in terms of the Health Professions Act including but not limited to Optometry Front liners/ Optometry Assistants to perform clinical and professional acts falling within the scope of the profession of Optometry and Dispensing Opticians. Any person who, without registration in terms of the Health Professions Act, performing clinical and professional acts

falling within the scope is committing a criminal offence in terms of sections 17 and 39 of the Health Professions Act. The aforementioned offence attracts, *inter alia*, imprisonment for a period not exceeding twelve (12) months.

- Only Optometrists and Dispensing Opticians can perform acts within their scopes of the profession respectively, to examine, diagnose, prescribe and dispense spectacles and contact lenses.
- Any registered Optometrist or Dispensing Optician who instructs any person who is not registered as an Optometrist or Dispensing Optician in terms of the Health Professions Act to perform clinical and professional acts falling within the scope of the profession of Optometry and Dispensing Optician commit unprofessional conduct. The aforementioned unprofessional conduct attracts various sanctions in terms of section 42 of the Act.

A LOOK AT ON-LINE SPECTACLE SALES

Online shopping in South Africa is slowly gaining market share but purchasing a new pair of shoes is vastly different from ordering prescription eyewear on line. The lure of low prices, range and convenience is compelling.

That said Optometrists and Opticians have some concerns. What are the risk factors? Getting the correct fit is so important but it's difficult when buying on line. This is especially true for people who require significant optical correction. A bad fit can compromise vision for people with high myopia, hyperopia or astigmatism, resulting in headaches, blurred vision and discomfort.

Children with developing visual systems could end up with problems that could have been avoided had they received professionally fitted spectacles. People wearing bifocals or progressive lenses may find that their spectacles don't meet their visual needs.

- Fitting heights in these cases could be wrong.
- The prescription could be inaccurate.
- Binocular or monocular PD's may be

incorrect.

- The lenses could be off axis.
- There could be unwanted prismatic effects or other lens aberrations.
- Lenses may be loosely fitted, making them prone to popping out.
- The tint received could differ from the tint required.
- Then there is a question of accountability – who is responsible when the spectacles are not correct?

Current legislation doesn't prevent the online sale of prescription eyewear in South Africa, but these factors and more should be considered before making such an important decision.

*Adapted from an online article by:
Dana Wechsler Linden
Oct. 20, 2015 10:29 a.m. ET
<http://www.wsj.com/articles/the-pros-and-cons-of-buying-glasses-online-1445351350>*

FREQUENTLY ASKED QUESTIONS

Q: Is the PBODO responsible for handling my registration or my registration queries

A: No, the correct department to contact Client Contact Centre
Tel: 012 338 9300/01
Fax: 012 328 5120
Email: info@hpcsa.co.za

Q: Why are the annual registration fees for Optometrists and Dispensing Opticians higher than other health professions?

A: Each year a budget is proposed both for Council and each Board. Fees payable are determined by the budgeted amount divided by the number of members registered to each Professional Board. Smaller Boards end up dividing that budget amount by a lower membership number

Q: What does my fee actually pay for, I don't see a benefit?

A: As a registered health professional you will be protected by a professional body solely dedicated to the interests of your profession. There is a range of membership benefits and services that are aimed at protecting the public and guiding the profession.

Q: Are Optometrists and Dispensing Opticians who qualified overseas allowed to practice in South Africa?

A: Yes they can, subject to review of their qualifications and specific Board requirements

Q: Why are certain queries that are brought to the PBODO not dealt with immediately?

A: Both the Board and the Prelim Committee meet around 4 times per annum, sometimes matters arise immediately after a Board or Committee meeting and are held in abeyance until the next meeting.

Q: Can I as an Optometrist be in partnership with another health professional who is not an Optometrist?

A: No, rule 8 specifically says that a partnership can only be formed by practitioners whose scope of practice is the same. Therefore an Optician cannot partner with an Optometrist, nor can an Optometrist partner with an Ophthalmologist. Practitioners qualified in completely different fields cannot form partnerships as their scopes differ. A practitioner may employ someone in a

different field as long as it can be shown that the professional thus employed offers a supplementary service to that of the primary employer.

Q: Can the HPCSA offer postgraduate training programs to further my qualification?

A: No, that does not form part of the HPCSA mandate, however the Board is entitled to set minimum standards for qualifications offered.

Q: Is the PBODO/ HPCSA responsible for providing CPD programs?

A: No, however Council confer accreditation status on those institutions wishing to be CPD providers. Accreditor status is valid for a 5 year period and is renewable thereafter on application. Accredited service provider status is valid for one calendar year renewable. As Professionals we should adhere to the commitment of lifelong learning.

Q: Is the PBODO responsible for ensuring that health professionals participate in CPD?

A: No but the HPCSA does require (from 2007) a minimum standard of 60CPD points per 24 month period. And it is in their mandate to regularly audit registered members in order to ensure that practitioners remain up to date in their respective fields

Q: Is the PBODO responsible for defining the scopes of practice for Optometry and Dispensing Opticianary?

A: Yes, however the legislation thereof is not the mandate of the Board, but rather that of the Department of Health

Q: Can I be prosecuted by the PBODO if there is a complaint against me by a patient or by another health practitioner?

A: The PBODO does not prosecute, but it is within the mandate of the Prelim Committee to either impose a fine or other sanction like suspension, failing which the matter will be deferred to the Legal Department if a resolution cannot be reached.

Q: Why should my name be visible in my practice and be part of my practice name?

A: Recognising that a secretive and unresponsive culture contributes to an abuse of power and human rights, (PAIA) the trend in regulation is towards transparency. For a patient to insist

on their rights, they need to know who the responsible, regulated party is. It is advisable therefore that a practice name should reflect the name of the responsible practitioner.

Q: What constitutes 'Scope Infringement'

A: Anyone engaging in a task which is meant to be undertaken by a qualified professional, who is either not a qualified at all, or who is qualified but performs a task that falls outside of the scope in which they are qualified to practice, is infringing on scope. An unregistered and or unqualified person doing this is committing a criminal offence

Q: What steps can be taken to prevent 'Scope Infringement'

A: Scope infringements seem to be on the increase.

Scope infringement is not exclusive to our industry but it is a problem and it needs to be addressed via the correct channels. The HPCSA mandate is to 'Guide the professions and protect the public'. Scope infringements may cause harm to members of the public whilst they also undermine the status of Professions thus affected.

Follow the guidelines for complaints on the HPCSA website.

<http://www.hpcsa.co.za/Complaints>

DO YOU HAVE ANY QUESTIONS? PLEASE SUBMIT THEM TO OUR BOARD MANAGER AND WE WILL ATTEMPT TO ANSWER THEM IN OUR NEXT NEWS LETTER

ANNUAL FEES REMINDER

Anual fees are due on the 1st of April every year. Failure to pay could result in suspension from the register.

The HPCSA is an autonomous body and does not receive grants or subsidies from Government or any other institution. The HPCSA is funded entirely by income generated from registered practitioners, including income generated from annual, registration and other fees payable by practitioners.

Please note that we do not accept cash on our premises.

For your convenience, you have three easy payment options to choose from

- Direct or Internet Banking.
- Debit order - Kindly complete the debit order form and send back to us.
- Credit card – Please consult our website for more information and the Credit card authorisation form.

You are requested to use your seven digit registration number and correct Board register as reference.
Example OD 01234567/ OP01234567

Note that payments into the HPCSA account will take 2-3 working days to reflect, if done electronically and 24 working hours if done by direct transfer;

Please take note of the above, especially if you intend visiting our offices to register.

All receipts should be retained as proof of payment.

BANKING DETAILS FOR FEES

Bank: ABSA
Branch: Arcadia
Branch Code: 33 49 45
Acc. number: 405 00 33 481 (Annual fees ONLY)

Include your HPCSA registration number as reference, as noted above.



GENERAL INFORMATION

For any information or assistance from the Council, please direct your enquiries to the Call Centre:

Tel: 012 338 9300/01
Fax: 012 328 5120
Email: info@hpcsaco.za

Working hours:

Mondays - Fridays: 08:00 - 16:30
Weekends and public holidays: closed

Where to find us:

553 Madiba Street
Cnr Hamilton & Madiba Streets
Arcadia, Pretoria

Annual Fees, payments and reminders, general information and forms, registration of locally qualified practitioners

Tel: 012 338 3901
Fax: 012 328 5120
Email: info@hpcsaco.za

Tel: 012 338 3935
Email: hpcsacgs@hpcsaco.za

Continuing Professional Development (CPD)

Helena da Silva

Tel: 012 338 9413
Email: cpd@hpcsaco.za

Raylene Symons

Tel: 012 338 9443
Email: raylenes@hpcsaco.za

Change of contact details

Email: records@hpcsaco.za

Ethical queries, human rights, ethics and undesirable business practice:

Sadicka Butt

Tel: 012 338 9476
Email: sadickab@hpcsaco.za

Compliments and Complaints

Service Delivery

Email: servicedelivery@hpcsaco.za
Tel: 012 3389301

Complaints against practitioners

Legal Services

Fax: 012 328 4895
Email: legalmed@hpcsaco.za

Communication with the Board should be directed to:

P.O. Box 205
Pretoria
0001

Professional Board for Optometry & Dispensing Opticians

Board Manager:

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