

2018-2019
ANNUAL REPORT
NC STATE BOARD OF OPTICIANS
EXAM APPLICATIONS, WAIVERS, COMPLAINTS AND DISCIPLINARY ACTIONS

Exam Applications

Received	26
Approved	26
Rejected	0
Exam Participants	64

Initial Licenses Issued*	<input type="text" value="19"/>
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Military / Spouses Applications

Received	<input type="text" value="0"/>
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Non-Resident Licensure Applications

Received	18
Granted	
241.(a) Waiver of Exam	6
241.(b) Entrance to Exam	0
Rejected	
241.(a) Waiver of Exam	11
241.(b) Entrance to Exam	1

Initial Licenses Issued*	<input type="text" value="7"/>
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Total Initial Licenses Issued	<input type="text" value="26"/>
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*After Completing Required 6 Month Internship

Official Complaints

Licensed	1
Unlicensed	8
Referred to other Boards	2
Total Complaints	11

Disciplinary Actions

Licensed	6
Warning Letter	5
Probation	4
Fined	4
Revoked	1
Suspended	0
Terminated	0
Unlicensed	1
Warning Letter/Probation	1
Removed from App/Intern/Exam	0
Appealed	0
Rescinded by NCSBO	0

Total Disciplinary Actions	7
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At the end of FY19 there were 6 pending requests to the Office of Administrative Hearings for rules revisions relative to this occupational licensing board.

EXAM APPLICANTS FY19									
NC Board of Opticians Adopted the ABO/NCLE National Exam Feb 2017									
NAME / QUALIFICATION	Received	Approved	Rejected	1	2	3	4	Initial Lic Issued	
Barnett, Paige - DTCC 5/2018	5/22/19				x		x		Color Key
Barrie, Leah - App	1/25/19				x	x	x		
Bishop, Ellen - 241a	2/5/19	5/4/19							
Blue, Kimberly - DTCC 5/2019	5/23/19				x		x		- App
Carbis, Gregory - 241a	2/22/19	5/4/19							
Chareunsip, Christina - DTCC 5/2019	5/21/19				x		x		- AAS
Chow, Desmond - App	6/4/19			x	x	x	x		
Dalton, Roy - 241a	7/3/18		7/24/18	x	x	x	x	6/24/19	- 241a
Elkins, Patricia - 241a	10/15/18	11/13/18							
Farrell, Zoila - DTCC 5/2019	5/31/19				x		x		- 241b
Ferrara, Chryste - DTCC 5/2019	4/15/19				x		x		
Ferreira, Sophia - DTCC 5/2018	1/10/19				x		x		- Military
Graham, Jamesa - DTCC 5/2019	6/4/19				x		x		
Hecker, Stephanie 241a	8/2/18		11/13/18		x	x	x	6/10/19	Exam Key
Hulseman, Buckley - 241a	3/27/19		5/4/19	x	x	x	x		
Ilushik, Christa - DTCC 5/2019	5/14/19				x		x		Deemed Exam Eligible
Jones-Salt, Leanne - App	4/29/19			x	x	x	x		
Longo, Olivia - 241a	3/14/19	5/4/19							ABO Basic = 1
Maness, Valerie - App	7/15/19			x	x	x	x		
Matskevich, Liliya - Erie CC 5/2005	1/14/19			x	x	x	x		ABO Prac = 2
Mayes, Brandi - 241a	9/6/18	11/13/18							
McClain, Dena - DTCC 5/2019	5/23/19				x		x		NCLE Basic = 3
Munar, Christopher - DTCC 5/2019	5/20/19				x		x		
Nettleton, Teresa - App	6/28/19			x	x	x	x		NCLE Prac = 4
Nicotera, Anna - 241a	9/18/18		11/13/18	x	x	x	x		
Obozna, Alina - 241b	8/7/18		11/13/18	x	x	x	x		
Patterson, Tara - 241a	12/17/18		2/1/19	x	x	x	x		
Peters, Avril - DTCC 5/2019	5/8/19				x		x		
Petree, Ashley - DTCC 5/2019	5/28/19				x		x		
Powell, Lindsey - DTCC 5/2019	5/23/19				x		x		
Ramquist, Jennifer - App	10/8/18			x	x	x	x		
Rodriguez, Marisol - 241a	6/24/19		8/12/19		x		x		
Santiago, Emena - DTCC 5/2019	6/10/19				x		x		
Shelby, Jay - 241a	10/5/18	11/13/18							
Showers, Justin - Pembroke 5/2014	10/25/18		11/13/18					2yr App program	
Singer, Steven - 241a	9/26/18		2/1/19	x	x	x	x		
Stafford, Tonique - DTCC 5/2019	6/13/19				x		x		
St. Brice, Tracy - 241a	6/27/19		6/27/19	x	x	x	x		
Tamarato, Cherri - 241a	6/13/19		8/12/19	x	x		x		
Tooley, Elyse - DTCC 5/2019	6/11/19				x		x		
Truong, Thuy Truc - DTCC 5/2019	6/20/19				x		x		
Umali, Louieandrea - 241a	1/24/19		5/4/19	x	x	x	x		
Vago, Tiffany - App	1/3/19			x	x	x	x		
Whalen, Larissa - DTCC 5/2019	6/4/19				x		x		
ABO/NCLE Exam Totals				16	37	17	37		
FY19 Yearly Totals	44	6	12					2	

Non-Resident Applications FY19

<u>NAME</u>	241.a			241.b		<u>Military / Spouses</u>	<u>Initial Lic Issued</u>
	<u>Received</u>	<u>Granted</u>	<u>Denied</u>	<u>Granted</u>	<u>Denied</u>		
Bishop, Ellen	2/5/19	5/4/19					
Carbis, Gregory	2/22/19	5/4/19					
Dalton, Roy	7/3/18		7/24/19				6/29/19
Elkins, Patricia	10/15/18	11/13/18					
Hecker, Stephanie	8/2/18		11/13/18				6/10/19
Hulseman, Buckley	3/27/19		5/4/19				
Longo, Olivia	3/14/19	5/4/19					
Mayes, Brandi	9/6/18	11/13/18					
Nicotera, Anna	7/9/18		11/13/18				
Obozna, Alina	8/7/18				11/13/18		
Patterson, Tara	12/17/18		2/1/19				
Rodriguez, Marisol	6/24/19		8/12/19				
Shelby, Jay	10/5/18	11/13/18					
Showers, Justin	10/25/18		11/16/18				2 yr apprenticeship
Singer, Steven	9/26/18		2/1/2019				
St. Brice, Tracy	6/27/19		6/27/2019				
Tamarato, Cherri	6/13/19		8/12/2019				
Umali, Louieandrea	1/24/19		5/4/19				
Totals	18	6	11	0	1	0	2

OFFICIAL COMPLAINTS FY19

		Licensed		Complaint					
Complainant Name	Date Rec'd	Yes	No	Against	OPT #	Business Name	Complaint & Resolution	Date Res'vd	Referred to NC Medical Board or NC Board of Optometry
Lewis Holley	9/11/18		X	Staff, especially Allison & her supervisor		Eye Care Center 720 SE Maynard Rd Cary, NC	Could not obtain satisfactory service for a broken frame; staff relayed <i>years</i> of problems w/ client where they finally 'fired' him as customer. Agreement was reached to reinstate him & have one particular doctor work with him.	5/17/19 sh	
Elizabeth O'Brien	12/3/18		X	Staff of optical dispensary		Lenscrafters Triangle Town Ctr 5959 Triangle Town Blvd Raleigh, NC	Claimed shop would not replace damaged lens b/c Rx had expired. Store manager determined that new staff did not understand that defective lenses are replaced even w/out a valid Rx. Replacements were done to the customer's satisfaction.	5/9/19 sh	
William Renfrow	1/2/19		X	Solstice Sunglasses		#E0C14 storefront Southpark Mall Charlotte, NC	Company selling non-Rx sunglasses as medical devices so customers can use FSA benefits cards for purchases. Director Hodgkin investigated and turned matter over to Sarah West, Benefits Consultant, OSHR for their own investigation & termination from FSA if necessary	5/14/19 sh	
Chip Mann	1/7/19		X	Stephen Harrell, OD		1816 N. Bridge Street Elkin, NC	Patient claimed OD verbally agreed to provide exam at no charge for Medicare/Medicaid patients.	1/8/19 sh	Referred to Optometry Board 1/8/19
Dr. Raymond Warren	1/29/19		X	Phillip Tart		Primary Vision Care Ctr 13520 NC Hwy 50 Surf City, NC	Alleged that OD Tart was unscrupulous w/ billing for some tests patients had agreed to undergo, after OD Tart told him Medicare would pay for all	1/30/19 sh	Referred to Optometry Board 1/30/19

Timothy Turner	2/9/19		X	Kevin Hinson		Kevin's Frame Repair 8539 Monroe Road Charlotte, NC	This repair shop has operated w/out a license <u>many</u> years, w/ owner saying he was working on getting an LDO on staff, or working towards licensure for himself -- one thing after another was told to Board staff. Director Hodgkin confronted Hinson on 3/11/19, insisting he hire an LDO or close shop - even if it took a magistrate's order to get it done.. He closed shop that day, submitted letter to Board confirming his closure, & that he'd gone to work for local OD Leighton.	3/22/19 sh	
Catherine 'Cate' Werrick	4/14/19		X	Dr Clark		Triangle Vision	VMX left on office phone said her 'glasses were made wildly inappropriate'. After several attempts by phone, Director Hodgkin left message for her to contact Optometry Board for issues involving an optometry practice, and to get back w/Hodgin for any other issue. No further communication was received.	4/16/19 sh	
Anonymous	4/18/19		X	Ginger Smith, General Manager	2118	America's Best #5315 6212 Glenwood Ave Raleigh, NC	Complainant alleged that store was periodically operating w/out licensees on site on both 4/15 and 4/16. Complainant stated they personally observed this while waiting for employment application. 'I've decided to w/draw my application for this reason.' Director Hodgkin called Licensee Smith & learned that there was a disgruntled employee (BF, just like leftthe VMX) that they were dealing with - most likely the caller. Hodgkin confirmed with Licensee that she was dismissing the complaint, but reminded the Licensee that the shop wasn't to dispense w/out a license on site; the Licensee said she understood.	4/25/19 sh	

Leticia Robles	5/1/19	X		Michael Holdner	1409	Vision Ctr in Wal-Mart #1372 4500 Fayetteville Rd Raleigh, NC	Complainant, while in employ of OD next door to Vision Ctr, alleged that Holdner acted disrespectfully & used foul language when she relayed comments (other licensee) Stephen DaParma asked her to relay. Director Hodgkin spoke with Holdner, Robles, and the (female) Vision Ctr Manager - it was revealed that DaParma and Holdner had had personnel disagreements for some time. Robles stated that she'd interviewed at another eyecare business in January and asked DaParma 'for advice'; it was during that exchange that DaParma 'encouraged' her to submit complaint about Holder, even volunteering to write it so that she could just sign it. Director Hodgkin concluded the complaint to be UNFOUNDED, and corresponded w/ Complainant and Licensee that Board does not become involved in personnel matters.	5/31/19 sh	
Patricia Harrison	5/9/19		X				VMX left, saying that she'd had glasses adjusted by paraoptometric tech & she was displeased w/ the outcome. Director Hodgkin left msg for Ms. Harrison on 5/10/19, asking for a return call to help how Board could. Complainant never called again.	6/17/19 sh	

Ronda Owen	5/10/19	X			My Eye Doctor 4325 Glenwood Ave Raleigh, NC	Licensee Owen complained that MyEyeDtr had been operating in the evenings (when she is working PT at Lenscrafters in Crabtree Valley Mall) w/out licensees on site. Director Hodgins responded to Owen by email, explaining that MyEyeDr locations are optometry-owned, and are not required to have LDOs on site for activities THIS Board defines as 'dispensing'. Hodgins suggested to her that she contact the Optometry Board w/ the info, since technically by optometric law they were to have an optometrist on site for supervision.	5/15/19 sh	
Totals	11	1	8					2

DISCIPLINARY ACTIONS FY19

Name	Licensed	Unlicensed	Lic #	County	Caution/Warning Letter	Probationary Period	Fine Amount	Date Paid	Date Signed by Chair	Revoke	Probation	Suspend	Terminate	Removed from App/Intern/Exam	Date Reinstated	Appealed	Rescinded by Board	Comments
NC Opticians Assoc		X		Wake	1	24 months		10/3/2018		1								Not <i>technically</i> considered discipline, but can be reintroduced & ConEd provider status in jeopardy if other issues arise
Baty, Billy	X		1550	Wake	1			10/3/2018										Not <i>technically</i> considered discipline, but can be reintroduced if other issues arise
McCall, Jimmy	X		401	Henderson	1			10/3/2018										Not <i>technically</i> considered discipline, but can be reintroduced if other issues arise
Seebo, Diana	X		1365	Henderson				10/3/2018	1									
Lenscrafters #211, Fayetteville Pierantoni, Eileen FY19-001	X		X-1500 1949	Cumberland		Licensee - 12 months	Business 200.00 Licensee 200.00	2/22/19	3/1/2019		1							
Visionworks #323, Charlotte Stone, Jaime Diegelman, Gordon FY19-002	X		X-0818 1964 1053	Mecklenburg	Business; Licensee Stone; Licensee Diegelman													
Eyemart Express #182, Rocky Mount Driver, Joel FY19-003	X		X-2380 0331	Nash		Business - 18 months; Licensee 24 months	Business 1000.00 Licensee 500.00	7/17/19	8/6/2019		2							
Totals	6	1			6	4	\$1,900.00			1	5	0	0	0		0	0	