

# Managing Six Opticals Made Easier With Lab Partner That Keeps Up

When overseeing optical operations across six medical-heavy locations, there's no room for labs that drop the ball. **Toya Davis** is an industry veteran with two decades of experience and optical manager of all six locations of Metrolina Eye Care in central North Carolina. She knows what's at stake—including unhappy patients and inefficient days.



Toya Davis

That's why she switched to ABB Labs and hasn't looked back.

"ABB Labs has totally exceeded all my expectations," Davis says. "It wasn't uncommon to have a dozen issues every week with previous labs. Since switching to ABB Labs in fall 2023, I can count on two hands how many times I or a rep had to be involved for a lab issue."

## Making things easier

With different patient demographics and staff personalities at each location, Davis needs her lab to deliver consistently and accurately. ABB Labs has helped streamline her team's workflow, especially when handling complex prescriptions or patient-specific requests.

In one case, a patient had worn the same drill-mount frame for 25 years, and

lenses from previous labs didn't fit properly. "The lenses just softly pulled away—they weren't edged right," Davis says. Her ABB rep connected her with a senior lab technician who personally handled the job. "The frames came back wonderfully," she says. "No matter what the issue is, it comes to a resolution with ABB Labs."

She also values the lab's speed and transparency. "The lab's turnaround time is great. It isn't uncommon for jobs to come back more quickly than expected."

nies," she says. "But from the moment I met my ABB Lab rep, we clicked. She was thorough and helped me understand everything."

She has people at ABB Labs that she can count on. "I have my wonderful Lab Account Manager **Doug Clarkson**." But she only connects with him once in a blue moon, as needed. "I haven't needed to reach out to a rep with issues in who knows how long," she says. "There really aren't any problems we're facing right now."

ABB's digital tools also make her team's day-to-day easier. The live job tracking function, which allows her to

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## Built-in support from real people

ABB's customer service stands out just as much as its product quality. When Davis first considered switching labs, she was hesitant to leave the rep she trusted. "I'm more loyal to people than to compa-

ny check job status online, is a time-saver, she says. "Maybe you told a patient you'd check on their order—but you don't have time to call a lab and wait on hold. The reporting shows the date the frame was received, where it is in the process and when it is shipped back—all the information is in one convenient, easy-to-understand space."

For Davis, that kind of information saves time, builds patient trust and gives her staff the confidence to handle daily operations themselves. Plus, it's helping her create moments that matter.

"We're not sitting on hold to get order statuses or calling the lab to complain about yet another incorrect job," she says. "Instead, we're connecting with patients in order to serve them better. There's a reason ABB Labs has the reputation that it does. They are all about timeliness, quality and support." **PA**



The Metrolina opticians connect with each other, building a team that better connects with patients.