

From: Jason Jarjosa
Sent: Wednesday, March 17, 2004 4:04 PM
To: CONTACTLENSRULE
Cc: 'Jarjosa, Shelby (S.M.)'
Subject: FW: Protect Your Rights as a Contact Lens Wearer

For the last few years I have been in continuous battle with my eyecare providers.

I have moved 3 times in the last 3 years for work and every time I have to fight with my optometrist just to get my prescription and transfer it to my new doctor. I know that the only reason they do this is to maintain a monopoly over providing contact lenses but I have legitimately been made to pay for unnecessary exams and purchase overpriced contact lenses simply to get my prescription transferred.

The irony of it all is that I've been purchasing contacts from 1800-contacts for five years and they have a much more consistent picture of my eyecare history than any dr. I've ever been to.

Expecting an optometrist to carry the specific brand and type of contacts that every patient requires at all times is a woefully inefficient practice. It would be nearly as troublesome as making every medical doctor carry every drug that a pharmacy. What happens is that optometrist hem and haw about providing the "right" contact lens and then all they do is hand you whatever they have in stock – typically private label off brands that you can't find on websites or from wholesalers.

Actually, if you would like to investigate something about eyecare providers, how about the fact that there are no regulations or even industry best practices compelling them to research patient histories before examining them.

My contact lenses are more important to my daily well-being than any prescription could ever be. If I can't see, I can't function. I'd hate to be on a trip somewhere or get caught in an emergency where I can't get contacts quickly and easily. Any waiting period makes this scenario likely and potentially dangerous for millions of people around the country.

Regards,

Jason Jarjosa

Sent: Wednesday, March 17, 2004 12:49 PM
To
Subject: Protect Your Rights as a Contact Lens Wearer

Dear Jason,

Last year, Congress passed the Fairness to Contact Lens Consumers Act. It says once your contact lens fitting is done, your eye doctor must give you a copy of your own prescription - whether you ask for it or not. If he or she doesn't provide you your prescription, it is now a violation of Federal law.

Your eye doctor can not charge you for a copy of your prescription. He or she can not make you sign a waiver. He or she can not make you buy lenses as a condition of receiving your prescription. You have no obligation to buy your contact lenses from your eye doctor.

Will this law make it easier for you to buy contacts? That depends. The Federal Trade Commission has proposed a rule which could force you to wait days (not hours) before your lenses can be shipped!

Consumers have a right to expect convenience and fast service when ordering contact lenses don't let the Federal Trade Commission take these rights away from you. The Federal Trade Commission needs to know that consumers like you value convenience and fast service.

What can you do?

1. E-MAIL THE FEDERAL TRADE COMMISSION.

Please tell the Commission you oppose that part of the proposed rule which could make you wait days for your lenses. They need to know how you feel or they will hear only the voices of those who want to limit your rights.

An e-mail from you means a lot. They want to hear from you. Your comments will be an important part of the public record that determines your rights as a contact lens consumer. Tell them why it is important to you to have the freedom to obtain your lenses quickly and easily. Tell them why having to wait days for your lenses could be a problem for you, especially if circumstances require next day service. Relate your personal experiences in attempting to purchase contact lenses quickly and easily from alternative sources.

E-mail, or write the Federal Trade Commission.

E-mail:

Mailing address: Contact Lens Rule, Project No. 411002,
The Federal Trade Commission/Office of the Secretary, Room 159-H (Annex A)
Washington DC

2. LET US KNOW. Let us know what action you took. We'll keep you informed as things develop.

We thought you would like to know about these developments affecting the way you can obtain your contact lenses.

The Team at 1-800 CONTACTS

If you would like to be removed from our notification list, please call 1-800 CONTACTS or visit here

