

From: J. Rubin
Sent: Tuesday, March 23, 2004 11:24 PM
To: CONTACTLENSRULE
Subject: Abuse of contact lens rule

Dear Sirs,

I am an ophthalmologist and I just wanted to relate an event that has occurred in the last 4 weeks. I had the opportunity to take care of a young lady that was 10 weeks pregnant and had a infection related to her contact lens that I had not prescribed for her. I had never examined or seen this person before this visit in March of 2004. I treated her and cured the infection. I went on spring break with my family and guess what! I got a request for confirmation for refill of a contact lens prescription from 1-800-Contacts that I never gave this patient. Upon my return, 5 days after receiving this request I have still not been able to contact 1-800-Contacts to tell them not to give this lady her contacts. All I am getting is a recording stating all circuits are busy. This patient is at a very high risk for continued problems related to the contacts, and because of this new rule this patient is able to get her contacts. There must be some control, and not a mandatory 8 hours for the doctor to respond. Sending the contacts if I do not respond is very irresponsible on the process of eye care. I think this event that I just describe is a great reason to rescind that mandatory 8 business hour response.

If you have any questions please feel free to contact me.

Jay M Rubin, M.D.