

3-27-04

Contact Lens Verification Problems

Drs. Odom and Coburn

OK

When we came in the office on Monday morning, February 23, there were several messages on our answering machine from 1-800 contact lenses as itemized below.

Saturday, February 21

A message was left on our answering machine at 9:24 am about verifying a patient's prescription. No name was given. No other information was given.

At 11:24am an automated call was left on our answering machine about verifying a prescription with no other information.

At 1:24 pm another automated call was left about the same thing with no other information.

At 1:53 pm a gentleman named, Jeff, called and left a message. He spoke so fast and quietly that we had to replay the message 7 times to figure out the name of the patient that he was trying to get information on. He left a number to call.

Monday, February 23

At 9:01 am we called 1-800 at 1-866-361-4702 (the number that had been left on our machine) to try to get the needed information. It was an automated system that had so much static that we could not understand it. We called a different number that we previously had and talked with a lady named, Judy, at 9:03 am. We told her about the calls on our answering machine. She said she would get the names for us. She put us on hold and then said that the first 3 calls were already responded to by them and the last one she would have to check and have someone call us to verify the prescription information. We asked how they could have responded since it was a Saturday and that we had called as soon as we got the messages. She didn't know but said they were changing things and to FAX any complaints to the problem line (1-866-264-5093). We were never called back about the last patient.

On February 24, we called the one patient whose name we were able to get and they had filled her request.