

From: CMFORDOD
Sent: Wednesday, March 31, 2004 1:02 PM
To: CONTACTLENSRULE
Subject: contact lens rule

RE: Contact Lens Rule, Project No R411002

I strongly believe that contact lens prescriptions should not be automatically refilled, or assumed to be valid, if the practitioner does not respond. The following are observations and experiences I have had, that have caused me to not be able to respond to a request for a contact lens refill:

I have received recorded messages from mail order contact lens companies on my answering machine after hours. The message begins too early, and by the time the recorder is activated the important information is lost. Comment: Mail order contact lens companies should not be allowed to leave the information by phone. There is often not enough time or not enough information to respond.

I have received recorded messages when I am examining a patient, which demand that I stay on the line to listen to. If I choose to hang up, the prescription becomes valid. I am forced to leave a patient "in the chair" to listen to a recording. Comment: contact lens prescription verification should not occur over the phone, with no paper verification.

I have received requests for contact lens prescriptions that are 2 or 3 years old. Comment: Why is it incumbent upon me to respond within 8 hours when the patient has waited several years for an eye exam?

In summary, the contact lens mail order companies should not have the authority to refill a prescription if the doctor cannot be contacted immediately. They should not dictate to the practitioner a certain time frame for a response. The request should be made by FAX or Email, so that a hard copy is obtained. It should be the responsibility of the patient to update the contact lens prescription in a timely manner and to keep it in their possession, or to contact the practitioner when they need a copy.

Thank you for your attention.

Catherine M. Ford, O.D.
Optometric Physician

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