

From: cmw
Sent: Saturday, April 03, 2004 4:05 PM
To: CONTACTLENSRULE
Subject: My comments

FTC:

I am in favor of allowing consumers easier access to their contact prescription information.

My most recent experience, eye exam and new contacts, is indicative of my past experiences and the industry.

To be brief, I went in for a routine eye exam to a new location for me, convenience of my schedule. The doctor performed a complete and thorough eye exam then handed me off to her business manager for a fitting of a different branded lens than that of what I was wearing. When asked why I couldn't just keep what I had? I was given no answer and told that these were good lenses. Which of course they are. However she was very strong handed in trying to get me to purchase the 6 months worth of lenses on the spot. Stating how competitive their prices are.

That wasn't very truthful. I was able to get Twice, that's 100%, more lenses for the same price.

Contact lenses are very similar to prescription medications in the market. Doctors have and create relationships with certain salespeople or brands. The doctors can reward those firms by pushing more people to brands were they have been given incentive or just like the rep with that brand better. I'd like to think when medically necessary that the doctor is using the right brand for the right condition, but there are many patients that can be switched between brands.

Thanks for your time,

Chris wiech