

Dear FTC,

I work for an ophthalmologist, and we are more than happy to give the patient or the contact lens provider the prescription. The problem I have is that some of the contact lens suppliers use an automated phone system that calls asking for verification of the patient's prescription. They do not even allow you the time to get up and get the chart, before they are stating that they will tell the patient that their Doctor will not cooperate. They then break the telephone connection. This is not a person that you can ask to hold, while you get the information. Some of the contact lens suppliers are faxing their requests, which allows you the time to give them the information and send it back. There has got to be a stipulation in the rule that says that the request must be in writing or, if it is over the telephone, it must be a person making the request.

Thank you,

Marilyn Przybylowski  
Office Manager

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