

Dear Sir or Madam:

I am an optometrist in Colonial Heights, Virginia. On February 18, my office received a fax request from 1-800 Contacts for a contact lens prescription. The prescription was expired, and the brand of lens on the request was incorrect. The fax was promptly sent back with this information. On February 26, we received a second fax from 1-800 Contacts for the same patient.

We should not be receiving duplicate requests, and this places an undue burden on me and my staff. It takes time to pull records, verify information, and return faxes. If we had not returned the second fax, "passive verification" may have allowed the filling of this expired and incorrect prescription. Thank you.

Gary S. Mannheimer, O.D.  
Family Vision Care  
VA