

From: Anne E. Henley M.D.
To: CONTACTLENSRULE;
Cc:
Subject: Impact of the Contact Lens law
Attachments:  [Contact Lens law.doc\(21KB\)](#)

Sent: Tue 3/16/2004 4:01 PM

Please read the attached document.

March 16, 2004

To Whom It May Concern:

I would like to comment on the new contact lens law and its requirement of eight business hours to verify a patient's prescription. Since the law has been enacted, I have received several contact lens verification requests, and about 50% of them have been for expired prescriptions. Another 10% of them are duplicate requests.

Because I spend some days out of the office in surgery at other offices, I am not always able to respond within eight hours. When I am in the office, I am busy seeing patients, and unless I make scheduled patients wait while I verify a prescription, once again it is difficult to respond to contact lens requests within eight hours. I am in solo practice, so there is no one else around to perform this task while I am out of the office. It really worries me that I cannot go out of town for 3-4 days to attend a continuing medical education meeting without risking the patient's ocular health in getting contact lenses on an expires prescription.

Please consider an alternative to the eight-hour rule. When I pay my bills, I allow sufficient time for the mail to arrive; is it too much to ask of the 1-800 contact lens providers to allow sufficient time for me to respond? Eight hours is unreasonable, and as a result, patients are ultimately the ones who will suffer, by potentially developing blinding complications from unsupervised contact lens wear.

Sincerely,

ANNE E. HENLEY, M.D.

IN *****

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