

From: Judy Owen
To: CONTACTLENSRULE
Cc:
Subject: Comments
Attachments:

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Comments concerning the 8 hour prescription release law.

Our office has also experienced the problems of this definition. We had 1-800-contacts request a prescription verification response, we in turn responded to them at least 4 times (during the same day within a 4 hour time frame) due to what they stated as non compliant with FCLCA act. We finally issued the form that they OK'd way before the 8 hour time frame explaining that the patients prescription was expired and she needed to come in for an examination. We had called this patient to inform her that we could not OK the prescription from 1-800 Contacts and why. She scheduled an exam. Two day later this patient recieved her contacts in the mail and promptly called our office to cancel her appointment. I immediately called and talked to Joel at 1800contacts and he stated he did not know what went wrong and appologized for processing the contact lens order. Needless to say alittle to late. Even after speaking directly to customer service reps on the problems of the verification they still filled the order. Ahhh!

I recommend that anyone filling the prescription from another source must have either verbal confirmation or fax confirmation to fill that prescription. If you have not heard from that practitioner you will not be able to fill that CL rx - period. I feel it should be the responsibility of the establishment processing the order to be sure to have a confirmation of order before filling this order or be liable for any problems that could occur.

Another question to ask is:

What if the faxed verification does not come through to the prescribing office for one reason or another and the wrong order gets filled due to the 8 hour time frame rule? There is just so many things that can go wrong and who is to blame. When the patient gets the wrong Rx will the company that provided those lenses without a confirmed verification replace them at no charge? I believe we will end up having very dissatisfied customers due to this legislation in the long run.

Other problems not related to the 8 hour issue:

Other issues we have with this new precription law is the problem of what to do if a patient orders certain daily wear lenses or specialty lens that are non-returnable for credit. There are lenses on the market that only allow a certain number of exchanges to get the prescription right and do not allow us to return them for credit. How can we fit these patients, write a prescription only to have them decide to fill it at another establishment. Our office is then out the cost of these non returnable lenses. Some of these lenses are quite expensive.

Thank you for your time.

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