

From: Michelle Spittler
To: CONTACTLENSRULE
Cc:
Subject: Contact Lens Rule Project No. R411002
Attachments:

Sent: Mon 3/15/2004 9:30 PM

Michelle L. Spittler, O.D

SC

March 15, 2004

Dear Federal Trade Commission:

I am writing to request that you take the following facts into consideration. These are current problems I have experienced at my practice with the passive verification process that need regulated.

1800CONTACTS sends me requests daily and their form letter doesn't allow you to mark anywhere that states the RX is expired.

1800 CONTACTS does not format their RX verification form in a manner that is consistent with the way you properly write a contact lens prescription. They jumble up the parameters in a fashion that is inconsistent with any one in the profession. They do not even notate whether the lens is to be a + or a - lens. They just give you the numbers to verify...as if that is the only part that is important. I guarantee that a patient with a - 4.00 will not be seeing clearly with a +4.00. If they are going to sell lenses then they need to send the verification information in a standard format.

I also receive an usually high number of patient verification requests for patients that have *never been seen in my office* ever. I tried to send 1800CONTACTS a form letter back for these cases, that I made to save staff time, that stated the patient was never seen here and it is illegal to fill this RX in accordance with the Contacts Lens Fairness Act. One day that I know of, they sent the same request 2 more times that day for the same patient never seen in my office, so I called to speak to a representative and they said that I had to fill out their form or they couldn't process it. This type of persistence to sell a box of contact lenses to someone without a valid RX is why we really need verification that is not passive.

1800CONTACTS also sends requests to my office and their time stamps is always in MST. My office is EST so it needs to be clear that the verification time frame is in the time zone for the *doctor NOT the seller*.

Sincerely,

Michelle L. Spittler, O.D.