

From: Salem Vision Center
To: CONTACTLENSRULE
Cc:
Subject: 1-800-contacts fax harassment
Attachments:

Sent: Mon 3/15/2004 8:10 PM

I have been experiencing repeated faxes from the vendor known as 1-800-Contacts concerning patients whose contact lens prescriptions have expired. When I respond to a fax request for verification of an expired prescription, clearly indicating in writing that the prescription has expired as of (I indicate date) and that the patient will be contacted to schedule an exam, I then receive 2 or even 3 subsequent faxes concerning the same patient within an hour. I believe this may be an attempt to get a fax through without a response within the 8 business hour limit of the new law so that contacts may be sold, even though my response to the first fax indicated the prescription has expired.

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NH