

**From:** Robt O Graham  
**To:** CONTACTLENSRULE  
**Cc:** ---  
**Subject:** eight business hour rule  
**Attachments:**

**Sent:** Mon 3/15/2004 2:46 PM

The eight business hour rule is a dangerous imposition on Ophthalmology practices. There are days that EyeMD's are in surgery or teaching or providing other services outside the office which make it impossible to meet an eight hour standard. This is not a medical emergency, tp which we are prepared to respond. When out of the office the necessary information is not available which could lead to mistakes which could impact a patients health. The renewal prescriptions would most likely have to be handled by office receptionists who also are more prone to mistakes.

It seems to me that the complications are far more dire than any inconvenience a patient incurs by waiting a few days to get the proper prescription forwarded. Although I understand to bond between patients and their contacts, and am sensitive as a contact lens wearer; I am concern3ed that receiving the wrong lenses quickly would be more problematic. These are contact lenses, not diabetic, cardiac, asthmatic or cancer medications.

Robert O. Graham