

**From:**  
**Sent:** Friday, March 05, 2004 8:57 PM  
**To:** CONTACTLENSRULE  
**Subject:** contact lens law

To Whom It May Concern~

I am writing to express my support of the new Contact Lens Law. For years I have been struggling to obtain my contact lens prescription from my eye care provider(s). It continues to amaze me that the providers willingly (and without my asking) write my glasses prescription out but are very unwilling and at times blatantly hostile when I ask for my contact lens prescription.

I would like to relate to you what transpired during my last eye exam in October of last year. When I asked for my contact lens prescription after paying for my contact lens fitting and eye exam I was met with an openly hostile attitude from the practitioner. She stated that she didn't think she would be able to provide that for me and that I would need to check back at a later date. When I persisted, she begrudgingly wrote out my prescription, but then informed me that I had to see the office manager before I left. The office manager then proceeded to "hard sell" the office as a contact lens supplier. She then told me that the only place that dispenses my brand of lenses (biomedic) were offices and this office was the only place I would be able to purchase them in my area. This was an outrageous and boldface misrepresentation. She stated that the lenses were in short supply and I needed to order that day to secure special pricing. I had to say "no" to her in front of roomful of people TEN times before she would let me leave. When I contacted my regular internet supplier I was told that my brand of contacts were most definately available for order and that they were in stock. I recieved my order 36 hours later, for HALF of what the office was going to charge me under their "special pricing". I did followup and call the office and attempt to complain about their business practices and misrepresentation, but I got nowhere. Additionally, when I called a week ago to see if I could get a copy of my prescription I was told I would have to purchase it. This is outrageous and completely unacceptable. Unfortunately, these behaviors and practices are not uncommon. I urge you to support my right as a consumer for it to be easy and convenient for me to obtain my prescription and purchase my lenses from whomever I choose. Thank you for you time and consideration. Please feel free to contact me for any further information you need or questions you may have.

Tamra Deering

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