

Comment # 211

From: Vision Consultants
Sent: Friday, March 05, 2004 6:19 PM
To: CONTACTLENSRULE
Subject: contact lens rule

On 2-24-04 we received a request for verification of a contact lens prescription by fax for someone who was not our patient, from Vision Direct . We tried to fax the form back to inform them that this was not our patient but could not get the fax to go through. We finally called Vision Direct, were put on hold for a long time and finally told the person who answered that their request was for someone who was not our patient.

On 2-25-04 we received two faxes from Vision Direct for contact lens prescription verification for two people who were not our patients, one of whom was the person we called them about the previous day. We again had problems notifying Vision Direct that these were not our patients.

On 3-3-04 we received a fax from Vision Direct for contact lens prescription verification for someone who was not our patient. The next morning we faxed them back that the prescription was simply "invalid" and they never did call to see why.

Not only is this a waste of our time and manpower, but I think it is a deliberate attempt by Vision Direct to sell contact lenses without verifying the prescription, as if we had not made the extra effort to contact Vision Direct, they would have sent these people contact lenses after 8 hours, based on our non-response to this incorrect fax.

I also have a problem with the 8 hour response time limit. Many small offices close for an afternoon, or perhaps one day per week. It would therefore be impossible under those circumstances to respond to a fax or recorded message, or a message on our answering machine which we may not receive until after the 8 hour time limit. Also in a busy office it may be difficult for the doctor to find the extra 10 or 15 minutes it takes to review the patients records to make sure the lens prescription is correct and accurate, in this time limit.

It also appears from the date and time stamped on the fax requests, that there was an attempt to fax these requests by Vision Direct at 6:25 a.m.

Sincerely,
Terry B. Vail, O.D.