

Comment #214

From: temah copelovitch
Sent: Friday, March 12, 2004 10:50 AM
To: CONTACTLENSRULE
Cc:
Subject: contact lens law

We have been very disturbed by the lack of responsibility we see with 1-800-contacts in response to our replies to their faxed requests. Each time we receive their request for Rx's for patients, they have our practice name listed incorrectly. We have made several phone and faxed attempts to get this corrected; they are all ignored. In addition, when a patient's Rx has expired, and we notify them of this, they mail lenses to the patients anyway, disregarding our notice. We fail to see how this is in the best interest of patients' eye health. I have noticed on the AAO listserv that many offices are experiencing similar problems.

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