

Comment #457

From: Mark Dean
Sent: Sunday, March 07, 2004 6:16 PM
To: CONTACTLENSRULE

To Whom It May Concern:

This issue is more complicated than it needs to be. It is this way because of the apparent reluctance of eye care providers to provide prescriptions to their patients. The question is why eye doctors have hesitations.

The reasons:

1. The reason is there are no controls regarding patient care. For example: It may be the desire of the eye doctor that a patient wear contact lenses for a prescribed period of time and then return for additional professional care. However, the fillers are less concerned about this and fill prescriptions based on the patient's request. This could go on for up to two years even though the doctor prescribed the lenses for six (6) months.
2. There are no controls regarding how many different establishments lenses are ordered from. The patient could order lenses from two or three places.
3. There is poor relation with the fillers, especially mail order. These establishments indicate they want to verify the prescription but in reality they only verify that the consumer is a patient. We have had calls regarding patients with out dated prescriptions or patients wanting to change brands etc and all the mail order companies do is verify that the consumer had an exam without respect to when.

This is how to fix the problem, it is very simple:

1. The doctor writes the prescription to include all parameters.
2. The doctor indicates how many refills the patient can have.
3. The filler takes and keeps the prescription, the same way pharmacists do, and logs in the information.
4. When all refills are complete or expirations met, the patient is told to return to the doctor for another prescription.

Following these very simple guidelines is a win-win solution.

Having these controls allows:

1. The doctor to maintain control of the patient's visual welfare.
2. The patient to purchase contact lenses where ever they want.
3. The contact lens provider to sell lenses

