

From: Cathy Tibbetts-Witkes
Sent: Monday, March 22, 2004 12:35 PM
To: CONTACTLENSRULE
Cc:
Subject: Contact lens consumer act

I received a fax from VisionDirect wanting to verify a contact lens Rx. I had 8 business hours to respond or they would consider the Rx valid.

Well, my office received the fax at midnight on Friday March 19. Fortunately this Rx was correct, but half of the ones I get are not.

I knew a lot of patients had been getting their contacts online but I had no idea they were picking whatever was cheapest. Now I can see why so many patients come in with red eyes. Here I am thinking they are in the lenses I had prescribed when they aren't.

This business practice of waiting until Friday night to fax us the verification request is an obvious attempt to sell as many contacts as possible with complete disregard to the patient's ocular health.

Cathy Tibbetts, OD

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