

From: Dr. James Sawyer
Sent: Saturday, March 20, 2004 3:14 PM
To: CONTACTLENSRULE
Subject: Contact Lens Rule, Project No. R411002

I am Dr. James Sawyer, a practicing optometrist in KY. Following are comments addressing the Fairness to Contact Lens Consumers Act (Contact Lens Rule, Project No. R411002):

Our office recently received a phone call from 1-800-CONTACTS using an automated phone system requesting contact lens release for a patient we had not seen in our office since 1998. The automated voice gave the patient's name and a reference number followed by an address for that patient along with the lens parameters the patient was requesting.

No birth date was given which became problematic for us in that we have two patients with the exact name referenced. The address given did not match either of our patients. In this case only one of the two had had contact lenses from our office, so we made the assumption that this was the patient in question. As mentioned previously, this patient had not been in our office since 1998.

The automated voice system was very cumbersome and time consuming for our staff as every aspect of the patient information was spelled out letter-by-letter. In a normally busy practice, this method of information exchange will likely lead to mistakes at several levels.

Thank you for your consideration in this matter.

Dr. James H. Sawyer
Optometrist

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