

Comment #943

From: Jeannie Wong
Sent: Thursday, March 25, 2004 10:32 PM
To: CONTACTLENSRULE
Subject: support of the Contact Lens Consumers Act

Dear Lawmakers:

When I last paid a visit to my optometrist's office sometime during the latter half of 2003 for an eye exam, I was unaware that Congress had passed the Fairness to Contact Lens Consumers Act. Because of my less-than-satisfactory experience there, it is no wonder that there are some eye doctors who are lobbying the FTC to limit consumers' rights. When I had called the optometrist's office to schedule my eye exam, I had inquired as to how much it would cost as vision is not covered by my current insurance. It was only after my exam that I was told a different and much higher cost for contact lens wearers, though I had been quoted the regular eye exam price (moreover, my chart over the last 3 years at the office should indicate that I am a contact lens wearer).

I felt like I had stepped into a bait-and-switch tactic, and I protested the higher charge because I was quoted a different one. While they finally took the lesser payment from me, they also made it clear that they would not give me a contact lens prescription since I "didn't pay for one." However, the optometrist had already handed me a written contact lens prescription while I was still in the examination room. Unfortunately, because of the state law in California that requires the doctor to confirm either my patient status or prescription on top of submitting the prescription itself to a contact lens dealer (such as 1800CONTACTS in my case), the optometrist's office refused to acknowledge my prescription when the company called for confirmation. In the end, I am very grateful that 1800CONTACTS was finally able to come through for me and deliver my lenses, but it was not without getting a really hard time from the optometrist's office.

While the optometrist followed the law by giving me a copy of my prescription, what's the difference if the office refuses to acknowledge the prescription when I go to buy my lenses from a third party? This law is step in the right direction of protecting consumer's rights. Please do not allow greedy doctors persuade you otherwise.

Sincerely,
Jeannie Wong