

**From:** Bill  
**Sent:** Monday, April 05, 2004 1:19 PM  
**To:** CONTACTLENSRULE  
**Subject:** Burr legislation

To whom it may concern,

I am writing in regard to the new Burr legislation. I completely agree that consumer's should have choices in where to purchase contact lenses. However I have two major concerns with this new legislation.

#1 - The 8 hour verification system needs to be looked at carefully. I have a satellite office that is only staffed on Tuesday, Wednesday and Fridays. If I am contacted on a Monday morning for verification and I don't get the message or fax until Tuesday, the prescription would have already been filled. I'd be happy to forward to these companies my hours so they may contact me during them.

#2 - I have many patients who check out websites for new types of contacts or maybe new colors for contacts. I have had several patients contact the internet companies and order a totally different brand than I have ever seen on their eye. One patient actually ordered and her credit card was billed for at least 5 different types of contacts. I had only seen one on her eye. I had no idea how the others fit. If I don't get the fax in time to stop the verification because of issue #1 then this patient gets sent 5 different types of contacts. That's like buying 5 different SIZES of shoes. Some might fit, some might not. The difference is a poor fitting contact could cause permanent vision loss.

I plead you to evaluate a more practical verification system so I can better verify and correct potential problems before they happen.

Thank you for allowing me to give feedback.

Sincerely,

Bill L. Whitesell, O.D.

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