

Dumas Vision Source  
Tory W. Moore, O.D.

TX

Texas Optometry Board

TX

March 1, 2004

To Whom It May Concern:

I am writing to file a complaint against 1-800-Contacts. We received a computerized phone call today asking for verification of a contact lens prescription. The prescription was incorrect. When our receptionist immediately tried to call the phone number that was given on the recording by 1-800-Contacts to notify them a prescription is incorrect, it said "Thank you," and hung up. We have tried multiple times all day with the same results. The patient's address given was in Florida with no phone number so we cannot reach the patient.

We had no direct communication with 1-800-Contacts as well as no written communication, including faxes as well. As far as we can tell, the patient will end up wearing the wrong contact lenses.

This form of negative verification is a very dangerous to the patient's eye health. We see this type of behavior from them all the time. I believe they only want to make a profit at the patient's expense and do everything possible to put the blame on us or the Texas State Board of Optometry. Please take whatever action you can to see that this doesn't happen anymore.

Sincerely,

Tory Moore, O.D.