

From: fayzefda
Sent: Saturday, February 28, 2004 10:03 AM
To: CONTACTLENSRULE
Subject: dispensing of incorrect Rx

Patient admitted when she reordered lenses told 1-800 vision a little blurry. 1-800 upgraded the Rx -0.25 ou to compensate. When patient came for her examination, because now told needed exam before re-ordering, we noted the Rx difference.

When I tried to verify a Rx for another patient via phone I was told the area code for my location was invalid. Please tell me why the NY area code of 212, which has been around for over 30 yrs. is not valid. I've also tried area codes of 203 & 860 (CT) as well as NJ area codes for the same response. I was then cut off from further inquires and attempts to locate a way of not allowing an expired Rx to be given.

And the best of all is having a real live person from 1-800 call and request that we extend the expired Rx for a patient because he is going on a trip.

1-800 continues to "harm" our patients and all this verification is full of hot gas. Our FDA does nothing to protect the public from on-line orders but continues to find fault with practioners for every reason.

I may be one voice, but hopefully this information will get noice.

Sincerely,

Faye D. Algranati, OD

CT

1-800 continues to find ways of