

Dear FTC:

We are compliant with the rules and regulations for this act. However, there are some unfair practices by the vendors that need to be addressed. Contact Lenses are medical devices and should not be thought of as a commodity.

1. Most phone call requests for CL Rx's are on the weekend when we do not see patients. I would rather have the faxed requests after 6pm on Sunday-Thursday so when I arrive in the am we can address them.

2. I do not want robot calls during the day disturbing our practice. If you hang up on the robot call, they call back on other lines tying up all of our lines taking away the ability to communicate with my patients. I only want a fax sent to me so we have a hard copy of the legal request. Please no more phone calls.

3. When I place an expiration date on an RX that means the Rx is expired. Multiple times the patient continues to shop other vendors to see if one works. This Rx shopping has to stop. There needs to be a way of communication between vendors to prevent RX shopping. This should be prohibitive.

4. When I prescribe an RX there is no substitutions, i.e. there are no generics in a contact lens evaluation and fitting. Certain vendors are asking patients if they would rather have a different vendor to save money or change the rx from a toric to a spherical equivalent to save money. The vendor is not the Doctor of Record and should not have the ability to change what we prescribe. This should be prohibitive.

5. When I prescribe an RX for a patient I do not think it is professional for the vendor who is filling the CLRX to try to move that patient to another doctor the vendor is affiliated with. This is unprofessional conduct and should be prohibited.

6. The vendors need to disclose all costs to the patients including shipping fees, handling fees, membership fees, and costs of the cl's and how many they need to buy to purchase at the advertised price. There is some bait and switch tactics going on which should be prohibited.

I have no problem with my patients trying to save money on contact lenses. FYI, by the time we record what to order, phone order the order, receive and check the order, call the patient to pick up the order, write in the record and dispense the order and collect a payment it takes 15 minutes/cl order of my staff time. At \$20/hour that cost me \$5/patient to order contact lenses for them. I back up all of our orders and if there is a change in RX and I take back every lens they purchased and update their Rx. There is service behind our costs that vendors are unable to deliver.