



Federal Trade Commission
Office of the Secretary
600 Pennsylvania Avenue, NW Room CC-5610 (Annex C)
Washington, DC 20580

RE: Contact Lens Rule, 16 CFR Part 315, Project No. R511995

Jan. 30, 2017

Dear FTC Commissioners and Staff,

Consumer Action has been a strong voice for contact lens consumers for the past decade, working in support of the Federal Contact Lens Consumer Act of 2004 and against attempts over the past decade on the federal and state level to roll back key consumer protections of the law. Consumer Action strongly supports the rights of consumers to choose where they want to purchase their prescription contact lenses and their right to a copy of their own prescription.

These rights are especially critical when one considers that unlike any other health profession, optometrists are allowed issue contact lens prescriptions to patients and sell them contact lenses at the same time. You can't buy contact lenses in the United States without a prescription and only prescribers can pick which brand you can buy.

People who can write prescriptions have a tremendous amount of power and authority over contact lens patients. According to new Consumer Action polling, 72% of contact lens consumers surveyed purchase contact lenses from their eye doctor.

This puts contact lens consumers, especially new patients, at a severe disadvantage when it comes making informed consumer choices, especially if those patients are unaware that they have the right to take a copy of their prescription and go elsewhere to buy their lenses—like a big box store, a drugstore or to an online contact lens company.

Recently consumer polling commissioned by Consumer Action as part of the ORC International Telephone CARAVAN® survey conducted January 12-15 & 19-22, 2017 shows very clearly that contact lens consumers are **unaware** of their right to their own prescription.

- In a national sample of 685 contact lens consumers, 60% of all respondents were unaware that under federal law, a doctor or exam provider is required to automatically provide their patient with a copy of their prescription after they get their contact lens exam.

- More Hispanics and African Americans do not know their rights under FCLCA versus white Americans. 65% of Hispanics surveyed were unaware of their rights, 63% of blacks and 58% of whites.
- Close to one-third of respondents (31%) were not given a copy of their prescription after getting their contact lens exams at the eye doctors.
- 44% of Hispanics surveyed were not given copies of their prescription after their exams and had to ask their eye doctors to give them a copy of their prescriptions.
- 72% of contact lens consumers surveyed purchase contact lenses at their eye doctors' offices. 24% of surveyed consumers purchase lenses from online sites, 12% buy lenses from shopping clubs like Costco and 8% surveyed buy lenses at drug stores.* (Consumers were asked which outlets they have bought lenses at so one consumer could answer yes to all categories.)

It is deeply troubling that more than 10 years after President Bush signed the FCLCA into law that 30% of contact lens consumers Consumer Action surveyed are not being given copies of their contact lens prescriptions after their eye exams. Consumer Action, a national leader on diversity and consumer literacy, also is very concerned that diverse consumers appear to be having more trouble getting their prescriptions than white consumers.

There is clearly a need for more consumer education and more education for doctors, which is why Consumer Action is so grateful to the FTC for its careful and thoughtful review of the Contact Lens Rule and the much-needed changes you have proposed to that rule.

Requiring optometrists to obtain a signed acknowledgement after providing a prescription to a consumer, and to keep that acknowledgement on hand for three years will help educate consumers, especially first time patients and wearers, of their right to take their prescription with them and shop around for the best price.

This new written acknowledgment process will also help the FTC beef up enforcement of the law and crack down on eye doctors who are violating the rights of their patients.

Consumer Action also commends the FTC for its rigorous data-driven approach to this rulemaking. Opponents of the FCLCA and increased contact lens consumer rights offered numerous proposals during the rulemaking process that would have gutted the provisions of the FCLCA and made it far more difficult for consumers to purchase lenses from other retailers.

These proposals (which we heartily object to) included consumer-unfriendly ideas such as allowing optometrists to select the method of communication retailers must use in contacting prescribers; lengthening the eight-business-hour period for prescription verification; restricting automated verification systems; adding requirements for live agents to take calls from prescribers, and adopting quantity limits on lens orders.

In rejecting these proposals, the FTC appropriately emphasized the importance of protecting consumer rights as Congress intended when it passed the FCLCA in 2003. The FTC also accurately noted that the groups making these proposals failed to provide

empirical evidence or data to support their claims, and instead provided only hypothetical examples and anecdotal stories. That is why we offer our survey data to the FTC to show ongoing issues with violations of the rule.

Consumers deserve the chance to get the best, most convenient deal possible when it comes to buying contact lenses. They should not be pressured to purchase during the exam process and they should leave their eye doctor's office with a copy of their prescription in hand allowing them to comparison shop for the best price on the lenses they need. The polling shows there is much education to be done but this new FTC rule will go a long way in ensuring every consumer is protected under the law.

Sincerely,



Linda Sherry
Director of National Priorities

About Consumer Action

Consumer Action empowers low- and moderate-income and limited-English-speaking consumers nationwide to financially prosper through education and advocacy.

By participating in legislative, regulatory and policy initiatives, Consumer Action ensures that underrepresented consumers have a voice in front of lawmakers and the national media. Each year, Consumer Action takes positions on dozens of bills at the state and national levels and submits comments and testimony on a host of consumer protection issues.

About the TELEPHONE CARAVAN® Methodology

The following information describes the methodology used for the ORC International Telephone CARAVAN® survey conducted January 12-15 & 19-22, 2017.

The study was conducted using two probability samples: randomly selected landline telephone numbers and randomly selected mobile (cell) telephone numbers. The combined sample consists of 2,018 adults (18 years old and older) living in the continental United States. Of the 2,018 interviews, 1,017 were from the landline sample and 1,001 from the cell phone sample. The margin of error for the sample of 2,018 is +/- 2.18% at the 95% confidence level. Smaller subgroups will have larger error margins.

Surveys are collected by trained and supervised US based interviewers using ORC International's computer assisted telephone interviewing (CATI) system. Final data is adjusted to consider the two sample frames and then weighted by age, gender, region, race/ethnicity and education to be proportionally representative of the US adult population.

As a founding member of the Code of Standards of the Council of American Survey Research Organizations (CASRO) and a member of the European Society for Opinion

and Marketing Research (ESOMAR), we adhere to a rigorous Code of Standards and Ethics for Survey Research. As required by CASRO, we will maintain the anonymity of our respondents. No information will be released that in any way will reveal the identity of a respondent. Our authorization is required for any publication of the research findings or their implications.

Sampling

Telephone CARAVAN® uses a dual frame sampling design. This means that the sample is drawn from two independent sample frames—one for landlines and one for cell phones.

Landline Sample

ORC International's Random Digit Dial (RDD) telephone sample is generated using a list-assisted methodology. That is, the updated white page listings that are used to identify telephone number banks (the first 8 digits of the phone number) with a listed phone number in them. The standard that we use is 2+, meaning that a bank needs to have 2 or more listed households to be considered working. We use the Genesys Sampling in-house system to generate list-assisted Random Digit Dialing sample.

Question C1

Which of the following describes you or a member of your family?

	Sex		Age						Generation			Region					Race			Interview Method		Contact Lens Wearers	
	Total	Male	18-	35-	45-	55-	65+	Mil-	Gen X	Baby	North-	Mid-	South	West	White	Black	His-	Land-	Cell	Self	Family		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Unweighted Total	2018	1005	1013	368	234	283	415	697	411	403	813	364	444	742	468	1402	192	148	1017	1001	259	485	
Weighted Total	2018	973	1045	587	325	350	338	391	655	521	606	362	424	755	476	1251	232	306	629	1389	322	516	
Any (Net)	685	308	377	267	135	97	84	96	298	181	160	121	153	251	160	432	59	111	177	508	322	516	
	34%	32%	36%	45% GH	42% GH	28%	25%	25%	46% JK	35% K	26%	33%	36%	33%	34%	35% Q	26%	36%	28%	37% S	100%	100%	
You personally wear contact lenses	322	117	205	153	81	38	26	22	173	90	52	60	69	112	81	208	27	48	70	252	322	153	
	16%	12%	20% B	26% F	25% F	11% H	8%	6%	26% JK	17% K	9%	17%	16%	15%	17%	17%	12%	16%	11%	18% S	100% V	30%	
Someone in your family wears contact lenses	516	248	268	192	90	74	69	86	212	128	131	91	114	197	114	328	47	77	136	379	153	516	
	26%	25%	26%	33% F	28% F	21%	20%	22%	32% JK	25%	22%	25%	27%	26%	24%	26%	20%	25%	22%	27% S	47%	100% U	
None of these	1322	658	663	318	190	249	253	292	354	336	444	239	270	497	315	812	173	195	448	873	0	0	
	65%	68%	64%	54%	58%	71% D	75% DE	75% DE	54%	65% I	73% IJ	66%	64%	66%	66%	65%	74% P	64%	71% T	63%	0	0	
Don't know/Refused	11	7	5	3	0	3	1	3	3	3	2	2	2	7	1	6	0	0	4	7	0	0	
	1%	1%	*	*	0	1%	*	1%	*	1%	*	1%	*	1%	*	*	0	0	1%	1%	0	0	

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E/F/G/H - I/J/K - L/M/N/O - P/Q/R - S/T - U/V
 Overlap formulae used.

Question C1

Which of the following describes you or a member of your family?

	Household Income						H.H. Size			Children In H.H.				Education		
	Total (A)	LT	LT	LT	LT	Or	1	2	3 Or	None	Any	13	17	HS Grad or Less (N)	Coll Incom- plete (O)	Coll Grad (P)
		\$35K (B)	\$50K (C)	\$75K (D)	\$100K (E)	More (F)			More (I)							
Unweighted Total	2018	565	227	276	198	381	529	743	724	1524	488	363	227	624	532	815
Weighted Total	2018	676	219	276	191	359	469	640	887	1355	659	496	310	779	575	615
Any (Net)	685 34%	196 29%	84 38%B	97 35%	92 48%BD F	125 35%	135 29%	194 30%	348 39%GH	429 32%	254 39%J	177 36%	130 42%	237 30%	211 37%	224 36%
You personally wear contact lenses	322 16%	79 12%	33 15%	55 20%B	40 21%B	70 19%B	58 12%	75 12%	186 21%GH	184 14%	137 21%J	98 20%	74 24%	91 12%	115 20%N	112 18%N
Someone in your family wears contact lenses	516 26%	152 23%	69 31%BF	65 23%	78 41%BD F	79 22%	107 23%	162 25%	241 27%	337 25%	177 27%	119 24%	88 28%	186 24%	150 26%	168 27%
None of these	1322 65%	474 70%E	135 62%	179 65%E	96 51%	234 65%E	327 70%I	446 70%I	535 60%	917 68%K	402 61%	319 64%	177 57%	540 69%O	358 62%	391 64%
Don't know/Refused	11 1%	5 1%	0	0	2 1%	0	7 1%H	1 *	3 *	8 1%	3 *	0	3 1%	2 *	6 1%	1 *

Proportions/Mean: Columns Tested (5% risk level) - B/C/D/E/F - G/H/I - J/K - N/O/P
 Overlap formulae used.

Question C2

Have you or a member of your family bought contact lenses from any of the following sources? Would you say...

Base = Respondent or someone in family wears contact lenses

	Sex		Age						Generation			Region				Race			Interview Method		Contact Lens Wearers	
			Fe- male	18- 34	35- 44	45- 54	55- 64	65+ (H)	Mil- len- nials (18-36) (I)	Gen X (37-52) (J)	Baby Boomers (53-71) (K)	North- east (L)	Mid- West (M)	South (N)	West (O)	White Only (Non- Hisp) (P)	Black Only (Non- Hisp) (Q)	His- panic (Any Race) (R)	Land- line (S)	Cell Phone (T)	Self (U)	Family member (V)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Unweighted Total	619	292	327	166	93	88	103	164	186	142	221	110	153	225	131	429	52	49	263	356	259	485
Weighted Total	685	308	377	267	135*	97*	84*	96	298	181*	160	121*	153	251	160*	432	59*	111*	177	508	322	516
Any (Net)	590 86%	262 85%	329 87%	244 91% ^H	120 89% ^H	87 89% ^H	70 83% ^H	65 68%	271 91% ^K	162 89%	131 81%	106 88%	132 87%	208 83%	144 90%	378 87%	50 85%	96 86%	151 85%	439 86%	307 95% ^V	429 83%
Your eye doctor	493 72%	205 67%	288 76% ^B	197 74% ^H	93 69%	79 81% ^H	64 75% ^H	56 58%	217 73%	140 77%	111 69%	85 70%	108 71%	179 71%	121 76%	318 74%	38 64%	83 75%	127 72%	366 72%	260 81% ^V	357 69%
An online website	161 24%	73 24%	88 23%	64 24% ^H	41 30% ^H	24 24%	19 22%	12 13%	74 25%	45 25%	39 24%	31 26%	34 22%	64 26%	31 20%	100 23%	22 37%	22 19%	45 25%	116 23%	87 27%	123 24%
A shopping club, such as Costco	81 12%	45 15%	36 10%	35 13%	16 12%	13 14%	9 10%	8 8%	35 12%	27 15%	17 10%	5 4%	17 11%	25 10%	33 21% ^{LN}	46 11%	6 10%	19 17%	22 12%	59 12%	38 12%	62 12%
A drug store, like CVS or Walgreens	52 8%	35 11% ^C	16 4%	29 11% ^F	10 8%	1 1%	5 6%	6 6%	33 11%	8 4%	10 6%	11 9%	12 8%	17 7%	12 8%	24 6%	6 10%	11 10%	16 9%	36 7%	16 5%	41 8%
Other	23 3%	8 3%	15 4%	8 3%	7 5%	2 2%	3 4%	3 3%	9 3%	8 4%	6 4%	9 8% ^M	2 1%	8 3%	4 2%	19 4%	2 4%	2 2%	4 2%	19 4%	13 4%	18 3%
None of these	40 6%	17 6%	23 6%	8 3%	6 4%	5 6%	4 5%	15 15% ^{DEG}	10 3%	8 4%	13 8%	6 5%	11 7%	13 5%	10 6%	23 5%	5 8%	6 6%	14 8%	25 5%	15 5%	31 6%
Don't know/Refused	55 8%	30 10%	26 7%	16 6%	9 7%	5 5%	10 11%	16 17% ^{DEF}	17 6%	12 7%	17 11%	9 8%	9 6%	31 12% ^O	6 4%	32 7%	4 7%	9 8%	12 7%	44 9%	0 0	55 11% ^U

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E/F/G/H - I/J/K - L/M/N/O - P/Q/R - S/T - U/V
 Overlap formulae used. * small base

Question C2

Have you or a member of your family bought contact lenses from any of the following sources? Would you say...

Base = Respondent or someone in family wears contact lenses

	Household Income						H.H. Size			Children In H.H.				Education		
	Total (A)	\$35K- \$50K		\$50K- \$75K		\$75K- \$100K Or More (F)	-----			-----				HS Grad or Less (N)	Coll Incom- plete (O)	Coll Grad (P)
		\$35K (B)	\$50K (C)	\$75K (D)	\$100K (E)	1 (G)	2 (H)	3 Or More (I)	None (J)	Any (K)	Under 13 (L)	13- 17 (M)				
Unweighted Total	619	139	78	85	83	126	145	198	270	432	185	127	98	165	173	268
Weighted Total	685	196*	84*	97*	92*	125*	135*	194	348	429	254	177*	130*	237	211	224
Any (Net)	590 86%	154 79%	77 92%B	89 92%B	84 91%	117 94%B	97 72%	165 85%G	323 93%GH	352 82%	237 93%J	164 93%	119 91%	196 83%	188 89%	199 89%
Your eye doctor	493 72%	130 66%	69 81%	77 80%	67 72%	93 75%	84 62%	147 76%G	257 74%G	306 71%	186 73%	124 70%	92 71%	159 67%	162 77%	168 75%
An online website	161 24%	35 18%	23 27%	24 25%	26 28%	41 32%B	20 15%	45 23%	97 28%G	101 24%	60 23%	38 21%	39 30%	42 18%	52 24%	65 29%M
A shopping club, such as Costco	81 12%	20 10%	6 7%	15 16%	14 15%	14 12%	14 11%	18 9%	48 14%	50 12%	31 12%	21 12%	15 12%	19 8%	31 15%	28 13%
A drug store, like CVS or Walgreens	52 8%	22 11%	11 13%	4 4%	5 6%	6 5%	9 7%	15 8%	28 8%	26 6%	26 10%	18 10%	16 12%	29 12%P	13 6%	8 4%
Other	23 3%	6 3%	1 1%	2 2%	1 1%	10 8%	1 1%	7 3%	16 4%	9 2%	14 5%	10 6%	9 7%	10 4%	8 4%	6 2%
None of these	40 6%	25 13%CDF	2 3%	2 2%	4 4%	* *	22 17%HI	7 3%	11 3%	31 7%	8 3%	7 4%	8 7%	25 11%P	9 4%	5 2%
Don't know/Refused	55 8%	16 8%	5 5%	6 6%	5 6%	8 6%	16 12%I	22 11%I	15 4%	46 11%K	9 3%	6 3%	3 2%	15 6%	14 7%	20 9%

Proportions/Mean: Columns Tested (5% risk level) - B/C/D/E/F - G/H/I - J/K - N/O/P
 Overlap formulae used. * small base

Question C3

At your last eye exam, did the doctor provide you with a PAPER copy of your prescription?

Base = Respondent wears contact lenses

	Sex		Age						Generation			Region				Race			Interview Method		Contact Lens Wearers	
	Male	Female	18-34	35-44	45-54	55-64	65+	Mil-nials (18-36)	Gen X (37-52)	Baby Boomers (53-71)	North-east	Mid-West	South	West	White Only (Non-Hisp)	Black Only (Non-Hisp)	Hispanic (Any Race)	Land-line	Cell Phone	Self	Family member	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Unweighted Total	259	100	159	90	54	38	35	41	103	70	77	50	60	91	58	180	23	19	91	168	259	125
Weighted Total	322	117*	205	153*	81*	38*	26**	22*	173*	90*	52*	60*	69*	112*	81*	208	27**	48**	70*	252	322	153*
Yes	216 67%	81 69%	135 66%	107 70%	50 62%	25 66%	20 77%	12 54%	116 67%	58 64%	39 74%	45 75%	37 54%	83 74%	51 63%	142 68%	16 58%	29 61%	41 59%	175 69%	216 67%	101 66%
No	101 31%	35 30%	66 32%	46 30%	28 35%	12 32%	6 22%	9 41%	57 33%	29 32%	12 24%	15 25%	29 42%	29 26%	28 35%	62 30%	11 42%	19 39%	27 39%	74 29%	101 31%	50 33%
Don't know/Refused	5 1%	1 1%	3 2%	0 0%	2 3%	1 2%	* 1%	1 5%D	0 0%	3 4%	1 3%	0 0%	3 4%	* *	1 2%	4 2%	0 0%	0 0%	2 3%	3 1%	5 1%	1 1%

Proportions/Means: Columns Tested (5% risk level) - B/C - D/E/F/G/H - I/J/K - L/M/N/O - P/Q/R - S/T - U/V
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Question C3

At your last eye exam, did the doctor provide you with a PAPER copy of your prescription?

Base = Respondent wears contact lenses

	Household Income						H.H. Size			Children In H.H.				Education			
	Total (A)	\$35K- LT		\$50K- LT		\$75K- LT		\$100K Or More			None (J)	Any (K)	Under 13 (L)	13- 17 (M)	HS Grad or Less (N)	Coll Incom- plete (O)	Coll Grad (P)
		\$35K (B)	\$50K (C)	\$75K (D)	\$100K (E)	More (F)	1 (G)	2 (H)	3 Or More (I)								
Unweighted Total	259	48	32	41	37	60	53	72	132	164	94	65	51	56	80	120	
Weighted Total	322	79*	33**	55*	40**	70*	58*	75*	186*	184	137*	98*	74*	91*	115*	112*	
Yes	216 67%	39 49%	19 58%	39 70%	31 78%	55 78%B	33 56%	57 75%	124 67%	127 69%	88 64%	57 58%	47 64%	59 65%	80 70%	72 65%	
No	101 31%	40 50%F	13 42%	15 28%	7 18%	15 22%	25 43%	18 24%	58 31%	55 30%	46 34%	39 40%	26 35%	31 34%	35 30%	36 32%	
Don't know/Refused	5 1%	1 1%	0 0%	1 2%	2 4%	0 0%	1 1%	1 1%	3 2%	1 1%	3 2%	2 2%	1 1%	1 1%	* *	3 3%	

Proportions/Means: Columns Tested (5% risk level) - B/C/D/E/F - G/H/I - J/K - N/O/P
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Question C4

Which of the following best describes how you received an actual paper copy of your prescription? Would you say...

Base = Respondent wears contact lenses and was provided with a paper copy of prescription at last eye exam

	Sex		Age						Generation				Region				Race			Interview Method		Contact Lens Wearers	
	Male	Female	18-34	35-44	45-54	55-64	65+	Mil-lennials (18-36)	Gen X (37-52)	Baby Boomers (53-71)	North-east	Mid-West	South	West	White Only (Non-Hisp)	Black Only (Non-Hisp)	Hispanic (Any Race)	Land-line	Cell Phone	Self	Family member		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	
Unweighted Total	174	69	105	66	32	25	26	24	72	43	55	35	35	65	39	122	15	11	58	116	174	81	
Weighted Total	216	81*	135*	107*	50**	25**	20**	12**	116*	58*	39*	45**	37**	83*	51**	142*	16**	29**	41*	175*	216	101*	
Had to ask for prescription (Net)	68 31%	20 25%	48 35%	35 33%	15 30%	8 32%	6 30%	1 12%	38 33%	18 30%	9 25%	14 31%	12 32%	22 27%	20 39%	39 28%	2 15%	13 44%	9 22%	59 34%	68 31%	29 29%	
You had to ask for your prescription and you received it immediately upon request during the same office visit when you had your exam	63 29%	19 24%	44 32%	33 31%	14 29%	7 30%	5 23%	1 12%	36 31%	17 30%	7 19%	14 31%	8 21%	21 26%	20 39%	37 26%	2 15%	13 44%	7 18%	56 32%	63 29%	27 27%	
You had to ask for your prescription and was told to call the office at a later time to receive a copy	1 1%	0 0%	1 1%	0 0%	1 1%	1 2%	0 0%	0 0%	0 0%	1 1%	1 1%	0 0%	1 3%	0 0%	0 0%	1 *	0 0%	0 0%	1 3%	0 0%	1 1%	1 1%	
You had to ask for your prescription and was told you would have to return to the office at a later time to receive a copy	4 2%	1 1%	3 2%	3 2%	0 0%	0 0%	1 7%	0 0%	3 2%	0 0%	1 4%	0 0%	3 8%	1 1%	0 0%	2 2%	0 0%	0 0%	1 2%	3 2%	4 2%	1 1%	
The office provided you with a copy of your prescription automatically without your asking	143 66%	59 72%	85 63%	70 66%	33 66%	17 68%	13 64%	10 85%	75 65%	40 70%	27 71%	30 67%	25 68%	59 71%	29 57%	99 70%	13 78%	16 56%	32 78%	112 64%	143 66%	68 68%	
Don't know/Refused	5 2%	2 3%	2 2%	1 1%	2 4%	0 0%	1 6%	* 3%	3 3%	0 0%	2 4%	1 2%	0 0%	2 2%	2 4%	4 3%	1 6%	0 0%	0 0%	5 3%	5 2%	4 4%	

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E/F/G/H - I/J/K - L/M/N/O - P/Q/R - S/T - U/V
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Question C4

Which of the following best describes how you received an actual paper copy of your prescription? Would you say...

Base = Respondent wears contact lenses and was provided with a paper copy of prescription at last eye exam

	Household Income						H.H. Size			Children In H.H.				Education		
	Total (A)	\$35K- LT		\$50K- LT		\$75K- LT		\$100K Or		None (J)	Under		13- 17 or Less (N)	HS Grad or Less (O)	Coll Incom- plete (P)	Coll Grad (Q)
		\$35K (B)	\$50K (C)	\$75K (D)	\$100K (E)	More (F)	1 (G)	2 (H)	3 Or More (I)		Any (K)	13 (L)				
Unweighted Total	174	24	22	28	27	45	32	52	88	113	60	40	33	38	55	78
Weighted Total	216	39**	19**	39**	31**	55**	33**	57*	124*	127*	88*	57*	47*	59*	80*	72*
Had to ask for prescription (Net)	68 31%	8 22%	3 13%	12 31%	9 30%	27 50%	6 20%	15 26%	46 37%	30 23%	38 43%	24 43%	22 46%	21 35%	18 23%	27 37%
You had to ask for your prescription and you received it immediately upon request during the same office visit when you had your exam	63 29%	7 18%	2 9%	10 25%	9 29%	27 50%	5 15%	15 26%	42 34%	25 20%	37 42%	24 42%	21 44%	18 30%	16 20%	26 36%
You had to ask for your prescription and was told to call the office at a later time to receive a copy	1 1%	0 0%	0 0%	1 1%	1 2%	0 0%	0 0%	0 0%	1 1%	1 *	1 1%	1 1%	1 1%	0 0%	1 1%	1 1%
You had to ask for your prescription and was told you would have to return to the office at a later time to receive a copy	4 2%	1 4%	1 5%	2 4%	0 0%	0 0%	1 4%	0 0%	3 2%	4 3%	0 0%	0 0%	0 0%	3 4%	1 2%	0 0%
The office provided you with a copy of your prescription automatically without your asking	143 66%	31 78%	15 79%	23 61%	22 70%	28 50%	25 76%	38 68%	78 63%	93 73%	51 57%	32 57%	26 54%	39 65%	61 76%	42 58%
Don't know/Refused	5 2%	0 0%	1 8%	3 9%	0 0%	0 0%	1 4%	3 6%I	0 0%	5 4%	0 0%	0 0%	0 0%	0 0%	1 2%	3 5%

Proportions/Mean: Columns Tested (5% risk level) - B/C/D/E/F - G/H/I - J/K - N/O/P
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Question C5

Are you aware that under federal law, a doctor or exam provider is required to automatically provide their patient with a copy of their prescription after they get their contact lens exam?

Base = Respondent or someone in family wears contact lenses

	Sex		Age					Generation			Region				Race			Interview Method		Contact Lens Wearers		
	Total (A)	Male (B)	Female (C)	18-34 (D)	35-44 (E)	45-54 (F)	55-64 (G)	65+ (H)	Mil-nials (18-36) (I)	Gen X (37-52) (J)	Baby Boomers (53-71) (K)	North-east (L)	Mid-West (M)	South West (N)	West (O)	White Only (Non-Hisp) (P)	Black Only (Non-Hisp) (Q)	Hispanic (Any Race) (R)	Land-line (S)	Cell Phone (T)	Self (U)	Family member (V)
Unweighted Total	619	292	327	166	93	88	103	164	186	142	221	110	153	225	131	429	52	49	263	356	259	485
Weighted Total	685	308	377	267	135*	97*	84*	96	298	181*	160	121*	153	251	160*	432	59*	111*	177	508	322	516
Yes	262 38%	127 41%	135 36%	83 31%	41 30%	44 45%	47 56%DE	45 47%DE	90 30%	69 38%	81 50%I	39 32%	62 41%	101 40%	59 37%	179 41%	18 31%	36 33%	82 47%T	179 35%	80 25%	213 41%U
No	410 60%	176 57%	233 62%	181 68%G H	90 67%G H	52 54%	36 43%	48 50%	201 67%K	111 61%K	78 49%	82 67%	85 55%	144 57%	99 62%	250 58%	37 63%	72 65%	91 51%	319 63%S	238 74%V	293 57%
Don't know/Refused	14 2%	5 2%	8 2%	3 1%	4 3%	2 2%	1 2%	4 4%	7 2%	2 1%	2 1%	* *	6 4%	6 2%	1 1%	4 1%	4 7%P	3 2%	4 2%	10 2%	4 1%	9 2%

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E/F/G/H - I/J/K - L/M/N/O - P/Q/R - S/T - U/V
 Overlap formulae used. * small base

Question C5

Are you aware that under federal law, a doctor or exam provider is required to automatically provide their patient with a copy of their prescription after they get their contact lens exam?

Base = Respondent or someone in family wears contact lenses

	Household Income						H.H. Size			Children In H.H.				Education		
	LT		LT		Or		3 Or			Under		13-		HS	Coll	Coll
	\$35K	\$50K	\$75K	\$100K	More	1	2	More	None	Any	13	17	or Less	Incom-plete	Grad	
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Unweighted Total	619	139	78	85	83	126	145	198	270	432	185	127	98	165	173	268
Weighted Total	685	196*	84*	97*	92*	125*	135*	194	348	429	254	177*	130*	237	211	224
Yes	262	81	32	28	30	55	58	69	135	169	93	68	50	102	69	85
	38%	41%	38%	29%	33%	44%	43%	36%	39%	39%	36%	38%	38%	43%	33%	38%
No	410	109	51	68	62	69	76	122	208	256	153	104	76	129	139	138
	60%	56%	61%	70%	67%	55%	56%	63%	60%	60%	60%	58%	59%	54%	66%	62%
Don't know/Refused	14	5	1	1	0	*	1	3	6	5	9	5	4	6	3	1
	2%	3%	1%	1%	0	*	1%	2%	2%	1%	3%	3%	3%	3%	1%	*

Proportions/Mean: Columns Tested (5% risk level) - B/C/D/E/F - G/H/I - J/K - N/O/P
 Overlap formulae used. * small base

ID	Verbatim
30198	1800 Contacts
30029	Aftermarket
3278	Grandson works at contact store
34667	Hairstylist stores, Vision Care
10272	Meijer
17015	Ophthalmologist
818	Sears
17785	Sister bought contacts. I don't know from where
41692	Target Opticals
30	Vision Works
2686	Walmart
3407	Walmart
3955	Walmart
8443	Walmart
19051	Walmart
25694	Walmart
38350	Walmart
387	Walmart
4402	Walmart
19196	Walmart