

not in the health of their patients. I believe it is only fair that Sterling should reimburse me for the following expenses:

(a) Contact lenses -----	\$95.00
(b) Accessories -----	5.00
(c) Insurance -----	20.00
(d) Doctor bills -----	85.00
(e) Time lost at work -----	42.00
Total -----	247.00

Attached is a letter and receipt from Dr. Malouf. Please contact me and/or Dr. Malouf for further information. Your help will be greatly appreciated.

Sincerely,

WILLIAM D. WORRALL,
9904 51st Terrace, College Park, Md.

This statement is signed by Mr. William B. Worrall, who purchased contact lenses at Sterling Optical Company and was given the necessary instructions. As he experienced considerable pain when wearing the lenses he telephoned Sterling a number of times and explained his trouble. Individuals with Optical insisted that he wait for some thirty days. After wearing the lenses for approximately two weeks, he states, "I experienced sharp, piercing pains in my left eye. I immediately went to the Emergency Room of the Prince Georges Hospital where I was treated by Dr. George S. Malouf for extreme abrasions of both corneas. Dr. Malouf continued treatment at his office for approximately one month, during which time both corneas showed improvement and eventually healed."

In an attempt to get some correction from Sterling Optical—his cost in this was \$247—he was finally referred to their headquarters in New York. Apparently this system is used by some of the local operators here when a person comes back with a complaint.

I only cite this as an example, Mr. Weinmann, and I might say we have a voluminous record on this type of complaint. Sterling is not the only offender. As a matter of fact, some of the worst cases we have are from some other firms.

These cases, of course, are the reason why I became interested in this legislation in the beginning. I am not interested in advancing the case for the doctors of optometry, or the American Optometric Association. Nor am I interested in ophthalmologists precisely, because I think they can take care of themselves. Also, I am not interested particularly in your union or the opticians, because you have a job to do. This subcommittee, however, is interested in the care of the eyes of the American people, and that is our only concern.

As I say, I want to cite these things to indicate some of the reasons why this subcommittee is concerned. I do believe some of our experiences with corporate practices in this field—that maybe the dollar sign became more important than the quality of the treatment. Would you agree with that?

Mr. WEINMANN. Not with regard to corporations alone, but if you want to include the salon optometrists, I will go along with you. I think the dollar sign is with the salon operator and the AOA.

Mr. SISK. You don't think it affects the corporation at all?

Mr. WEINMANN. In precisely the same way. In fact, perhaps even more so with the salon optometrist because there the salon optometrist