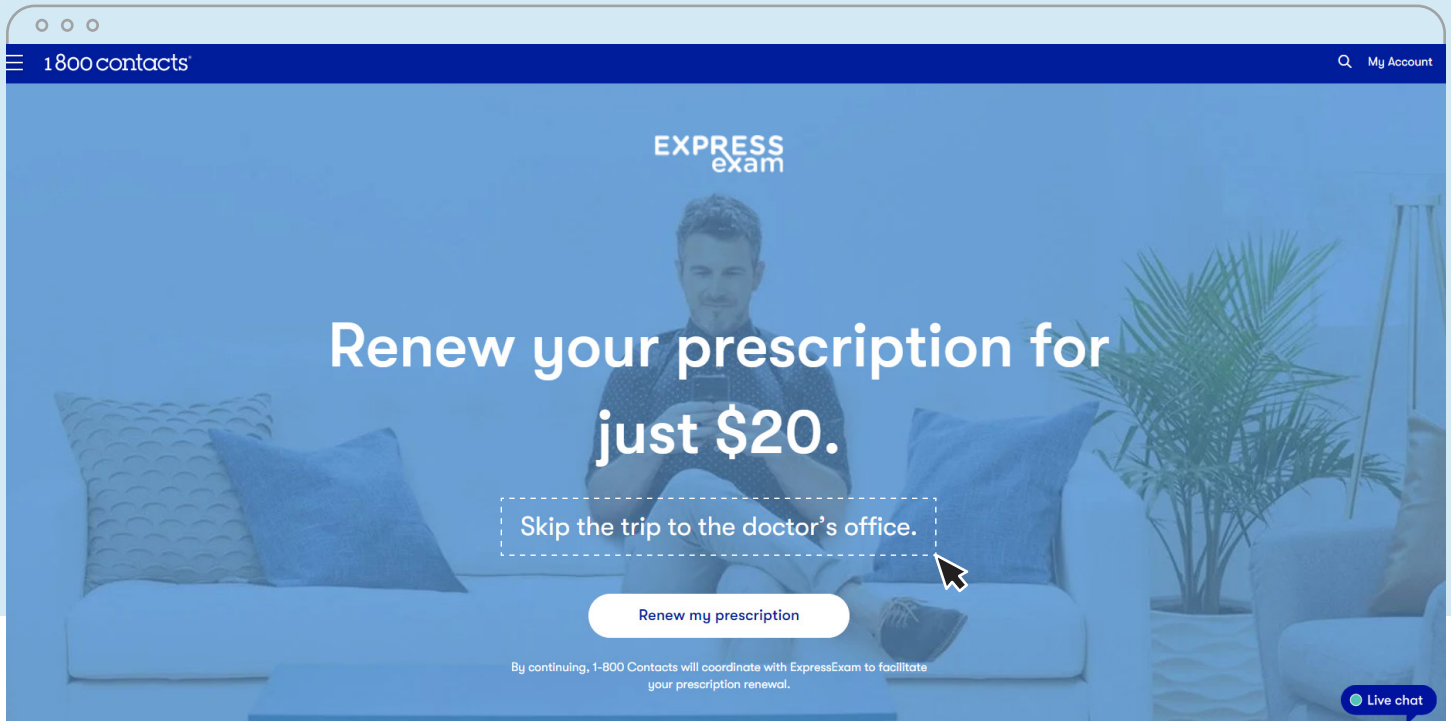


Should Patients Trust Their Eye Health to Online Vision Test Companies?

Their advertising says one thing:



But the terms and conditions say another:

“Express Exam is not, and should not, be considered, or used as a substitute for, comprehensive medical advice, care, diagnosis or treatment. The Vision Exam is a visual acuity test and is not a medical evaluation and

does not replace a visit to a qualified healthcare professional.

Express Exam is not designed to be used as a diagnosis for illness or other condition, treatment or mitigation or prevention of illness.”¹

Ineligible in at least 14 States

The so-called “Express Exams” offered by 1-800-CONTACTS only checks how well a person sees with their current prescription and doesn’t perform the full suite of elements found in a comprehensive eye exam, which many states require to get a prescription renewed. Their marketed mobile vision app delivers much less than a comprehensive eye exam provided by a doctor of optometry.

While the advertising suggests you can “skip the trip” to the doctor, their own terms and conditions acknowledge that by doing so you will be missing out on important medical care.

The limitations of mobile vision apps have made this technology ineligible for use in at least 14 states and prompted elected officials and regulators alike to enact measures concerning the use of mobile vision apps in a total 23 states.

¹ <https://img.1800contacts.com/image/upload/express-exam/terms-of-service/EETOS-03-04-2020.pdf>