



PATIENT RIGHTS AND RESPONSIBILITIES

GENERAL PATIENT RIGHTS

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of service.
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of service.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
- Be advised on pharmacy's policies and procedures regarding the disclosure of clinical records.
- Choose a health care provider, including choosing an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
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GENERAL PATIENT RESPONSIBILITIES

- Patient submits forms that are necessary to receive services and to participate in the Patient Management Program.
- Patient provides accurate medical and contact information and any changes.

- Patient notifies the treating provider of participation in the services provided by the pharmacy.
- Patient notifies the pharmacy of any concerns about the care or services provided.

PATIENT MANAGEMENT PROGRAM

Patients receiving specialty medications and participating in the PATIENT MANAGEMENT PROGRAM will also have the following rights:

- To know about the philosophy and characteristics of the PATIENT MANAGEMENT PROGRAM.
- To have personal health information shared with the PATIENT MANAGEMENT PROGRAM only in accordance with state and federal laws.
- To identify the program's staff members, including their job title, and to speak with a staff member's supervisor.
- To speak to a health professional.
- To receive information about the PATIENT MANAGEMENT PROGRAM.
- To receive administrative information regarding changes in, or termination of the PATIENT MANAGEMENT PROGRAM.
- To decline participation, revoke consent, or disenroll at any point in time from the PATIENT MANAGEMENT PROGRAM.