

PATIENT'S RIGHTS AND RESPONSIBILITIES

BILL OF RIGHTS

Good healthcare involves teamwork between the health-care provider and the consumer: these rights and responsibilities are “a set of goals for both the provider and consumer in seeking, providing and receiving high quality health care within a setting of honesty and respect.”

You have the right to:

- Be informed of your rights in advance of care being provided in your primary language and a manner that you understand.
- Freedom from discrimination because of age, ethnicity, gender, disability, religion sexual orientation, values and beliefs, marital status, medical condition or any other arbitrary criteria.
- Choose a health care provider including choosing an attending physician.
- Select the home medical equipment supplier of your choice.
- Confidentiality of all information pertaining to you, your medical care, and service and to have personal health information shared in accordance with state and federal law.
- Be advised of the pharmacy's policies and procedure regarding the disclosure of clinical records.
- Considerate and respectful service in a setting that provides the highest degree of privacy possible.
- Be advised of the pharmacy's policies and procedures regarding the disclosure of clinical records to others, and to have personal health information shared in accordance with state and federal law.
- Receive information about the scope of services that the Pharmacy will provide and any/all specific limitations on those services.

- Access all your treatment records and communications to your case at a reasonable charge, as allowed by law.
- Be involved in the plan of care prior to the start of, and during the course of, treatment, with the right to rethink and question the treatment care plan at any time. When possible, request for a transfer to another facility or health-care provider or for a second opinion should be promptly honored and carried out.
- Full access to information from the healthcare provider about current FDA-approved or other proven treatments' with discussion on alternative or complementary treatments made available.
- Join a trial without pressure or unwanted influence from the health-care provider, based on the consumer's judgment of risks and benefits.
- Decline participation, revoke consent, or dis-enroll from the clinical program at any point in time without jeopardizing access to care, treatment, or other services being provided.
- A timely response to any request for service, and the expectation of the continuity of services.
- Be fully informed of your financial responsibilities prior to the start of service and who the payer will be.
- Receive information about the care/services covered under the Medicare and/or Medicaid benefits.
- Be privy to information on your treatment outcomes.
- Participate in decisions concerning the nature and purpose of any technical procedure that will be performed and who will perform it, the possible alternatives and/or risks involved, your right to refuse all or part of the services, and to be informed of expected consequences of any such action based on the current body of knowledge.
- Be told what service will be provided in your home, how often, and by whom.
- Voice grievances or complaints regarding treatment of care without fear of termination of service or other reprisals.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown sources, and misappropriation of client/patient property.
- Have your communication needs met. We are contracted with *Language Line* to meet all language needs.
- Receive information about the philosophy and characteristics of U & I Pharmacy's patient management (clinical) programs, including administrative information regarding changes in or termination of the clinical program.

- Identify the staff member of the clinical program and their job title, and to speak with a supervisor of the staff member, if requested.
- Be referred to other health care providers, if desired, within an external health care system (ex. dietitian, pain specialist, mental health services, etc.). You may also be referred back to your own prescriber for follow up.
- Receive assistance with any eligible internal programs that help with patient management services, manufacturer copay and patient assistance programs, and health plan programs (tobacco cessation programs, disease management, pain management, and suicide prevention/behavioral health programs).
- Decline participation, revoke consent, or dis-enroll from the clinical program at any point in time without jeopardizing access to care, treatment, or other services being provided.
- Have an advance directive such as a living will health care proxy or durable power of attorney for health care, and to have that directive followed within the context of existing law.
- Name an advocate such as a family member or other person to support the consumer.
- Voice complaints and suggest changes and to be informed of the process to do that within the health-care provider's chain of command for problems resolution, without interference, pressure, or reprisal.
- Receive a response in a timely manner.
- Inspect and receive an explanation of health care bills or proposed charges, regardless of payment source, and to receive needed referrals and/or help with reimbursement problems.

RESPONSIBILITIES

You have a responsibility to:

- Provide accurate and complete information regarding your past and present medical history.
- Participate in the development and updating of a plan of care.
- Communicate whether you clearly comprehend the course of treatment and plan of care.
- Comply with the plan of care and clinical instructions.
- To notify your health care provider and the pharmacy with any potential side effects and/or complications.
- Accept responsibility for your actions, if refusing treatment or not complying with the prescribed treatment and services.
- Agree to a schedule of services and report the necessity to cancel and/or change a previously scheduled delivery of prescription and non-prescription medications and items, or a home visit.
- Respect the rights of pharmacy personnel and/or contractors.