



## **Your Rights as a PharmaCare Patient**

No matter what type of coverage you have, you have certain rights and responsibilities. As a patient of PharmaCare you have the right to all of the following:

- Be treated with dignity and respect at all times
- Be protected from discrimination
- Have access to your pharmacist
- Have the right to competent counseling, from the pharmacist, to help understand your medications and how to use them correctly
- Have your questions about your medications answered related to specific drug therapy, possible adverse side effects and drug interactions
- Have access to your pharmacy profile and prescription information
- Have assistance with decisions concerning your prescription drug coverage including insurance limitations, payments, and coverage decisions
- File complaints (grievances), including complaints about the quality of your care
- Have your personal health information kept private
- Report medication errors immediately to the pharmacist, as well as, being an active participant in the prevention of medication errors by reviewing our "Guide to Medication Safety"

## **Your Responsibilities as a PharmaCare Patient**

- Provide the pharmacy with your complete and accurate health history
- Provide the pharmacy with all requested insurance and personal information
- Notify the pharmacy of any changes in insurance or personal information
- Sign the required agreements and releases for services and insurance billing requirements
- Participate in your care plan by asking questions and following the directions provided by your pharmacist
- Provide a safe home environment to help prevent medication errors and diversions
- Accept the consequences for any refusal of treatment or choices for noncompliance
- Notify the pharmacy of any problems or dissatisfaction with your care