

## PATIENT RIGHTS AND RESPONSIBILITIES

At EnvisionPharmacies, we believe that effective health care requires collaboration between patients, pharmacists, and other health care professionals. We know that open and honest communication, respect for personal and professional values, and sensitivity to differences are integral to providing quality patient care. At EnvisionPharmacies, we practice a health care ethic that respects the role of patients in making decisions about their treatment choices and other aspects of their care.

### AT ENVISIONPHARMACIES, YOU HAVE THE RIGHT TO:

1. Considerate and respectful care.
2. Obtain from us relevant, current, and understandable information concerning your medication therapy and treatment.
3. Discuss and request information related to your specific drug therapy, the possible adverse side effects and drug interactions.
4. Make decisions about your plan of care prior to and during the course of your treatment and to refuse a recommended treatment or plan of care.
5. Expect that all communications, discussions, and patient counseling be conducted so as to protect your privacy.
6. Expect that all records and discussions pertaining to your drug therapy be treated as confidential by us.
7. Expect that we emphasize the confidentiality of your information to any other parties entitled to review your information or records.
8. Receive counseling from our pharmacists regarding your medications and using them correctly.
9. Be able to identify our representatives through proper identification.
10. Receive appropriate care and services without discrimination and in accordance with your prescriber's orders
11. Expect that all prescribed medications you receive are accurately dosed and in useable condition.
12. Voice your grievances or complaints regarding treatment or care or lack of respect or to reasonably recommend changes in policy, personnel, or care or service, without restraint, interference, coercion, discrimination, or reprisal, and have your grievances or complaints investigated.
13. Receive information in a manner, format and language that you understand.

### YOU HAVE THE RESPONSIBILITY TO:

1. Know that the collaborative nature of health care requires that you and, as you may choose, your selected family members and close loved ones may be involved in your care.
2. Provide information to us about your medications, as well as a history of your drug and food allergies.
3. Take responsibility for requesting information or clarification about the drugs you are taking when you have declined or do not fully understand information and instructions.
4. Make sure that we have your most up-to-date contact information and timely notify us of any address or telephone changes, whether temporary or permanent.
5. Treat our pharmacists and staff with respect and dignity, without discrimination as to color, religion, sex, or national or ethnic origin.
6. Care for and safely use your medications, according to instructions provided, for the purpose they were prescribed.
7. Understand that we act solely as an agent for you in filing for any insurances or other benefits on your behalf; that we cannot be responsible for ensuring that benefits so assigned will be paid; and that your account may only be credited when we actually receive payment.
8. Communicate any information, concerns or questions related to perceived risks in your services, and unexpected changes in your condition.
9. Notify us if you are going to be unavailable for any pre-scheduled delivery times.
10. Have family members, as appropriate and as allowed by law, and with your authorization or the authorization, involved in your care and treatment and service decisions affecting you.
11. Discuss with us any further or additional rights or responsibilities that are or may be applicable and relevant to the services we provide to you.