



## Patient's Rights And Responsibilities:

Heights Specialty Pharmacy patients have a right to be notified in writing of their rights and obligations before treatment begins and to exercise those rights. The patient's family or guardian may exercise the patient's rights when the patient is incapacitated. Heights Specialty Pharmacy staff have an obligation to protect and promote the patient's rights, including the following:

### Patient's Rights:

Patients have a Right to Dignity and Respect:

- Specialty pharmacy patients and their formal caregivers have a right to not be discriminated against based on race, color, religion, national origin, age, sex, sexual preferences or handicap. Furthermore, patients and caregivers have a right to mutual respect and dignity, including respect for property.
- Pharmacy staff is prohibited from accepting personal gifts and borrowing money items from patients.
- To have cultural, psycho-social, spiritual and personal values, beliefs and preference respected.
- To have complaints investigated made by the patient's family or guardian regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for patient's property by anyone furnishing services on behalf of the pharmacy. You will not be subject to discrimination for doing so. Pharmacy must document both the existence of the complaint and the resolution of the complaint.
- To have your property treated with respect.
- To be informed of the procedures you can follow to lodge complaints with the pharmacy about the care that is, or fails to be, furnished, and regarding a lack of respect for property. To lodge complaints, call us at 201-288-0404. May also contact ACHC at 919-785-1214 or URAC at [https://www.urac.org/complaint\\_step3b/](https://www.urac.org/complaint_step3b/)
- To know about the disposition of such complaints and to voice their grievance without fear of discrimination or reprisal for having done so.
- To be treated with personal dignity.
- To be spoken to using effective communication.
- To be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- To refuse to participate in investigational, experimental, research or clinical trials.
- To be notified in advance of the rights to participate in planning care or treatment and in planning changes in care before the change is made.
- To be informed of rights under state law to make decisions concerning medical care, including the right to accept or refuse treatment and the right to formulate advance directives.
- To be informed of policies and procedures for implementing advance directives, including any limitation if the pharmacy cannot implement and advance directives on the basis of conscience.
- To receive care without condition on, or discrimination based on, the execution of advance directives.
- To refuse care without fear or reprisal or discrimination and in accordance with law and regulation. If you are not legally responsible, your surrogate decision maker may refuse care on your behalf as permitted by law.



## **Patient's Rights And Responsibilities:**

- To exercise his/her as a patient of the pharmacy.
- The patient's family guardians may exercise the patient's right when the patient has been judged incompetent.
- To confidentiality of your medical records as well as information about health, social and financial circumstance.
- To expect the pharmacy to release information only as required by law or authorized by the patient and to be informed of procedures for disclosure.
- To access, request an amendment to and receive an accounting of disclosure regarding your own health information as permitted under applicable law.
- To be informed of the extent to which payment may be expected from Medicare, Medicaid, or any other Payor known to the pharmacy.
- To be informed of any charges that will not be covered by Medicare.
- To be informed of the charges for which the patient may be liable and to receive this information, orally and in writing, before care is initiated and within 30 calendar day of the date the pharmacy becomes aware of any changes.
- To have access upon request to all bills for services the patient has received, regardless of whether the bills are paid out-of-pocket or by another party.
- To be admitted by the pharmacy only if it has the resources need to provide the care safely and at the required level of intensity, as determined by professional assessment. The pharmacy with less than optimal resources may nevertheless admit the patient if a more appropriate provider is not available, but only after fully informing the patient of the pharmacy's limitations and the lack of suitable alternative arrangements.
- To participate in the development and modification of the plan of service/care.
- To be fully informed in advance about the services/care to be provided and any modifications to the service plan. Be fully informed of consequences of refusing service/care or treatment.
- To be able to identify visiting pharmacy staff through appropriate identification.
- To choose a health care provider.
- To be informed of anticipate outcomes of service and any barriers in outcome achievement.
- To receive effective pain management.

### **Patient's Responsibility**

Patients have the responsibility:

- Notify the pharmacy of any perceived risk in your care or unexpected changes in your condition, e.g. hospitalization, changes in plan of care, symptoms to be reported, etc.
- Notify the pharmacy if the visit schedule needs to be changed.
- Notify the pharmacy of the existence of, and any changes made to, advance directives.
- Notify the pharmacy of any problems or dissatisfaction with the services provided.
- Provide a safe environment.
- Follow instruction and express any concerns you have about your ability to follow and comply with proposed plan or course of treatment. The pharmacy will make every effort to



## **Patient's Rights And Responsibilities:**

adapt the plan to your specific needs and limitations. If such changes are not recommended the pharmacy will inform you of the consequences of care alternatives.

- Know that in the event of an emergency that disrupts pharmacy's services to patient, the pharmacy will make every effort to visit or telephone patient. However, if patient has a medical emergency and is not able to contact the pharmacy, the patient should access the nearest emergency medical facility.
- Ask question about care or services when you do not understand your care or what you are expected to do.
- Provide feedback about service needs or expectations.
- Show respect and consideration for pharmacy personnel and property.
- Meet financial commitment agreed upon with the pharmacy promptly.
- Understand and accept consequences for the outcomes if the care and service or treatment plans are not followed.