

# Patient's Rights and Responsibilities

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## Patient's Rights

Our pharmacy cares for all patients, regardless of race, creed, sex, national origin, religion, disability, sexual orientation, or economic status. As a patient of Memorial Hermann Specialty Pharmacy, you have the right to:

- Be fully informed of one's rights and responsibilities
- Be treated with dignity and respect
- Be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of patient property
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of contact, as well as any modifications to the plan of care
- Participate in the development and implementation of your plan of care, and to make informed decisions regarding your care
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Receive information about your condition, medication, proper medication use and storage, and side effects
- Receive appropriate care without discrimination in accordance with the prescriber's orders, if applicable
- Communicate with all who are involved in your care; reasonable effort will be made to overcome language barriers
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Select individuals who may be a part of the care planning or provide you with pharmacy services
- Expect all persons involved in your care to identify themselves by name and title
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payments for care/service expected from third parties and any charges for which you will be responsible
- Receive an itemized bill upon request
- Be informed of any financial benefits when referred to another organization
- Confidentiality and privacy of all information contained in your clinical record of Protected Health Information (PHI), and to obtain information contained in your record within a reasonable timeframe
- Participate or refuse to participate in research, investigational or experimental studies, or clinical trials. If you elect to participate, research can begin only after appropriate informed consent has been given.
- Register complaints about care or treatment through the pharmacy and to receive a timely response to those complaints without restraint, interference, coercion, discrimination or reprisal
- For patients who have not yet reached the age of majority, these rights are exercised by the patient's parent or legal guardian

## **Patient's Responsibilities**

As a patient of Memorial Hermann Specialty Pharmacy, you have the responsibility to:

- Provide accurate and complete information regarding past and current illnesses, hospitalizations, medications, allergies and other medical information, including changes in insurance and contact information
- Notify the pharmacy staff of side effects, changes to medical condition, or if your prescriber stops your therapy
- Notify the treating prescriber of participation in the services provided by the pharmacy
- Request more information about anything that you do not understand in regards to your medication the services provided
- Submit forms that are necessary to receive services to the extent required by law
- Notify the pharmacy staff of any questions or concerns about the care or services provided
- Participate in the development of your plan of care and to carry out the plan as instructed
- Notify the pharmacy if any services or deliveries need to be rescheduled
- Pay certain charges if they are not covered by your insurance
- Respect the rights of pharmacy staff