



Patient's Bill of Rights



Patients have the right to expect their pharmacist to:

1. Be professionally competent and adhere to acceptable standards of pharmacy practice.
2. Treat them with dignity, consistent with professional standards for all patients, regardless of manner of payment, race, sex, age, nationality, religion, disability, or other discriminatory factors.
3. To determine in collaboration with the patient whether personal health information will be shared with the Patient Management Program (PMP). Upon enrollment the patient's rights and responsibilities will be conveyed including:
 - a. The right to know about philosophy and characteristics of the PMP
 - b. The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
 - c. The right to speak to a health professional
 - d. The right to receive information about the PMP
 - e. The right to receive administration information regarding changes in, or termination of, the PMP
 - f. The right to decline participation, revoke consent, or disenroll at any point in time
 - g. The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law
 - h. The responsibility to give accurate clinical and contact information and to notify the PMP of changes in this information
 - i. The responsibility to notify their treating provider of their participation in the PMP, if applicable
4. Serve as their advocate for accurate and appropriate drug therapy and make reasonable efforts to recommend alternative choices in coordination with the patient's other health care providers.
5. Maintain their medical records, keeping them confidential, using them routinely to maximize their care and making them available to the patient for review upon request.
6. Provide counseling using methods appropriate to the patient's physical, psychological, and intellectual status.
7. Have their prescriptions dispensed and pharmacy services provided at the pharmacy of their choice in an atmosphere that allows for confidential communication and in an environment that is private, properly lighted, well ventilated, and clean.
8. Monitor drug therapy within their medical regimen for safety and efficacy and make reasonable efforts to detect and prevent drug allergies, adverse reactions, contraindications, or inappropriate dosage.
9. Monitor their compliance and proper drug use and institute remedial interventions when necessary.
10. Prominently post the Pharmacy Patient's Bill of Rights within the Pharmacy and on the CIRCLE CARE Center Pharmacy website.