

Pharmacy Patient's Bill of Rights

1. The patient has the right to be treated with dignity and respect.
2. The patient has the right to competent counseling and is encouraged to obtain from pharmacists and other direct caregivers relevant, current, and understandable information concerning their medication therapy and treatment.
3. The patient is entitled to the opportunity to discuss and request information related to their specific drug therapy, the possible adverse side effects and drug interactions.
4. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care.
5. The patient has the right to expect that all communication, discussion, and patient counseling will be conducted so as to protect each patient's privacy.
6. The patient has the right to have the pharmacist serve as one of the patient's advocates for appropriate drug therapy and to make reasonable efforts to recommend alternative choices in collaboration with the patient's physician.
7. The patient has the right to be informed in advance of charges of services and products upon request.
8. The patient has the right to be informed of Patient's Responsibilities.
9. The patient has the right to file a complaint with the New Mexico State Board of Pharmacy (Phone: (505) 222-9830; Website: <http://www.rld.state.nm.us/boards/Pharmacy.aspx>).

In addition to the New Mexico Board of Pharmacy Rights above, the patient shall have the following rights:

1. The right to have personal information shared with the patient management program only in accordance with state and federal law.
2. The right to identify the program's staff members, including job title, and to speak with a staff member's supervisor if requested.
3. The right to speak to a health professional.
4. The right to receive information about the patient management program.
5. The right to receive administrative information regarding changes in, or termination of the patient management program.
6. The right to decline participation, revoke consent, or disenroll in the patient management program at any point in time.



7. Receive information about the scope of services that the organization will provide and specific limitations on those services.
8. Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
9. Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
10. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
11. Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
12. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
13. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information.
14. Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
15. Choose a healthcare provider, including an attending physician*, if applicable.
16. Receive appropriate care without discrimination in accordance with physician's* orders, if applicable.
17. The patient has the right to file a complaint with ACHC: Phone: (855) 937-2242; Website: <https://www.achc.org/contact>).
18. The patient has the right to file a complaint with URAC: Phone: (202) 216-9010; Website: <https://www.urac.org/contact/file-a/grievance/>).

*A physician or other licensed practitioner with prescribing authority

Pharmacy Patient's Responsibilities

1. The patient is responsible to provide pharmacy personnel with requested information and identification in compliance with federal and local laws.
2. The patient assumes responsibility for appropriate handling and storage upon receipt of prescription.
3. Participate in your care plan by asking questions and clarifying instructions for appropriate use.
4. The patient will notify the pharmacy of any problems or dissatisfaction with the pharmacy-provided services.

In addition to the New Mexico Board of Pharmacy Responsibilities above, the patient shall:

1. Give accurate clinical and contact information and notify the patient management program of changes in this information.
2. Notify the treating prescriber of their participation in the patient management program.
3. Adhere to the plan of treatment or service established by your physician and to notify him/her of your participation in Presbyterian Specialty Care Pharmacy's Patient Management Program.
4. Submit any forms necessary to participate in the program, to the extent required by law.
5. Communicate any information, concerns and/or questions related to perceived risks in your services and unexpected changes in your condition.
6. Notify pharmacy of change in prescription or insurance coverage.
7. Notify pharmacy immediately of address or telephone changes, temporary or permanent.

Effective healthcare requires collaboration between patients, pharmacists and other healthcare professionals. Pharmacists must ensure to respect the patient's decision-making on treatment choices and other aspects of their care. Upon request, patients are responsible for providing comprehensive information about their medications as well as a history of their drug and food allergies. To participate effectively in decision-making, patients are encouraged to take responsibility for requesting information or clarification about the drugs they are taking when they do not fully understand information and instructions.