

# PATIENT RIGHTS AND RESPONSIBILITIES



We want you to know your rights as well as your responsibilities while being a patient with AdhereRx.

## YOUR RIGHTS

- The right to receive considerate, respectful and compassionate service regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- The right to be called by your proper name.
- The right to appoint a designee, if you so desire, to speak on your behalf and to make decisions on your behalf as it pertains to your medication management with AdhereRx.
- The right to request restrictions on certain uses and disclosures of protected health information with the understanding that AdhereRx is not required to agree to a requested restriction after review of the request.
- The right to receive confidential communications of protected health information.
- The right to inspect and copy protected health information.
- The right to receive an accounting of protected health information disclosures.
- The right to request amendment of protected health information.
- The right to receive a paper copy of the Notice of Privacy Practice upon request. AdhereRx provides the Notice of Privacy Practice at the point of enrollment into our program.
- The right to voice your concerns to the pharmacy staff, Pharmacy Manager, or the Chief Compliance Officer about the services you receive or if you feel your privacy rights have been violated. You may do so by calling the Pharmacy at 1.866.463.5550

## YOUR RESPONSIBILITIES

- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, insurance carrier and employer, when it is required.
- You are expected to provide complete and accurate information about your health and medication history.
- You are expected to inform us of any changes in your medications.
- You are expected to ask questions when you do not understand information or instructions.
- You are expected to actively participate in your medication management plan as prescribed by your physician.
- You are expected to treat all AdhereRx staff with courtesy and respect and abide by all AdhereRx guidelines.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- You are expected to pay all amounts that are not covered by your insurer(s) including applicable co-payments and/ or deductible for which you are responsible.

## HOURS OF OPERATIONS

Mon to Fri	9:00 am to 6:00 pm
Sat & Sun	Closed
Major Holidays	Closed

Pharmacy staff is available to assist you for pharmacy related emergencies, 24 hours a day/7 day a week.