

## Elm Plaza Pharmacy's Rights and Responsibilities of RX<sup>3</sup> Medication Packaging Program Enrollee

It is your RIGHT as an enrollee in Elm Plaza Pharmacy's RX<sup>3</sup> Medication Packaging Program to:

- considerate and respectful care
- receive care without regard to your race, creed, national origin, religion, age, gender, ability or disability, or lifestyle
- know the financial implications of treatment choices, insofar as they are known
- be informed of the charges for services, as well as payment options.
- monthly charges include initial delivery of medications via delivery driver or trackable delivery system
- expect that efforts will be made to provide you continuous, coordinated, and appropriate care
- express complaints and grievances concerning the quality of care or service. To be informed of available resources for resolving disputes or grievances.
- personal privacy. Case discussion, consultation, examination, and treatment should be conducted to protect your privacy.
- expect that all communications and records pertaining to your care will be treated as confidential, except in cases such as suspected abuse and public health hazards, when reporting is permitted by law.

It is your RESPONSIBILITY as an enrollee in Elm Plaza Pharmacy's RX<sup>3</sup> medication packaging program to:

- pursue healthy lifestyles
- provide all personal and family health information necessary to provide you with appropriate care.
- inform pharmacy staff if you need to postpone or change scheduled deliveries
- inform pharmacy staff if you anticipate problems in following treatment plans
- cooperate on mutually accepted courses of treatment
- provide a safe, convenient and accessible medication exchange location
- notify the pharmacy or ask the prescriber to notify the pharmacy of all medication and dosage changes EVERY office visit.
- return all materials that are the property of the pharmacy, including but not limited to Medicine-On-Time<sup>®</sup> calendar cards. Materials should not be defaced, written on, or otherwise destroyed. If materials are not returned, Elm Plaza Pharmacy reserves the right to charge for missing materials.
- accept financial responsibility for health care services and to work cooperatively with Elm Plaza to resolve financial obligations, including notifying Elm Plaza Pharmacy of any Prescription Insurance changes.

Patient Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_