

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

As patients, you have the right to:

- Be treated with courtesy and respect, appreciation of your individual dignity, and protection of your need for privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing pharmacy services and who is responsible for your care.
- Know what patient support services are available, including whether an interpreter is available.
- Know what rules and regulations apply to your conduct.
- Refuse any treatment, except as otherwise provided by law.
- Be given, upon request, full information and necessary counselling on the availability of known financial resources for your care.
- Know, upon request and in advance of treatment, whether the pharmacy accepts the Medicare plan.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for your pharmacy bill.
- Receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- Impartial access to medications, regardless of race, national origin, religion, physical handicap, or source of payment.
- Express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of the pharmacy which served you and to the appropriate state licensing agency.

PATIENT RESPONSIBILITIES

As patients, your responsibilities are:

- Providing to the pharmacist, to the best of your knowledge, accurate and complete information about medications and other matters relating to your health.
- Reporting unexpected changes in your condition to the pharmacist.
- Reporting to the pharmacist whether you comprehend a contemplated course of action and what is expected of you.
- Following your treatment plan.
- Your actions, if you refuse treatment or do not follow the pharmacist's instructions.
- Assuring that the financial obligations of your health care are fulfilled as promptly as possible.
- Following health care facility rules and regulations affecting patient care and conduct