***St. Matthews Specialty Pharmacy***

***Local and Personal***

*p* 844-690-4462| *f* 844-524-HOPE(4673)

**PATIENT BILL OF RIGHTS**

**The Patient has the Right To:**

● Be treated with consideration, respect and full recognition of dignity and individuality, including privacy in treatment and care of personal needs without discrimination.

● Have health information protected according to Privacy standards and Law.

● Be fully informed of the patient management program, current care and any changes made, including termination, regarding the care.

and treatment to be provided by St. Matthews Specialty Pharmacy.

● Receive care appropriate to his/her needs and speak to a health care professional in a timely manner.

● Receive prompt response to all reasonable inquiries or grievances.

● Be advised, before care is initiated, of the extent to which payment for the organization’s services may

be expected from Medicare / Medicaid, insurance, or the client’s liability for payment, billing cycles,

changes in payment.

● Be informed of any financial benefits when referred to an organization.

● Be informed of any provider limitations affecting treatment of care.

● Receive prompt response to all reasonable interruption of services.

● Be informed of any rights and responsibilities he/she may have in the care process.

● Receive the information necessary to make decisions regarding his/her care.

● Accept or refuse any treatment, or services, and revoke consent or disenroll at any point in time.

● A referral if the patient is denied services solely on his or her inability to pay.

● Voice grievance and recommend a change in policy, service or staff without fear, reprisal,

discrimination or unreasonable interruption of service.

● Appeal decisions made by St. Matthews Specialty Pharmacy concerning your health care. These

appeals should be made in writing addressed to the Pharmacist In Charge.

**All Patients have the Responsibility to**:

● Give accurate and complete contact information, health information and other pertinent items, and to notify St. Matthews Specialty Pharmacy of any changes in this information.

● Assist in developing and maintaining a safe environment for patient care.

● Participate in the development and update of their therapy care plan and adhere to the care plan.

● Request further information concerning anything they do not understand.

● Give information regarding concerns and problems they have to a St. Matthews Specialty Pharmacy

staff member.

● Inform St. Matthews Specialty Pharmacy if they are in the hospital, or have utilized emergency

services.

● Notify their treating provider of their participation with St. Matthews Specialty Pharmacy.

● Submit any forms that are necessary to participate with St. Matthews Specialty Pharmacy, to the

extent required by law.

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