

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.
- Speak to a health professional.
- Receive information about the patient management program.
- 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.
- Know about philosophy and characteristics of the patient management program.
- 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.
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- 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.
- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Voice grievance and recommend a change in policy, service or staff without fear, reprisal, discrimination or unreasonable interruption of service with the pharmacy at 844-690-4462 or to the compliance hotline at 833-222-4169.
- 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 a Responsibility to:

- Give accurate and complete contact information, health information, disclose all medications 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.
- Submit any forms that are necessary to participate in the program, to the extent required by law
- Inform St. Matthews Specialty Pharmacy if they are in the hospital, have utilized emergency services, and disclose all medications taken or changed.
- Notify their treating provider of their participation with St. Matthews Specialty Pharmacy.