

An Important Partnership for Better Health

Rights and Responsibilities

We want you to get the best possible information and care so that you can take charge of your health.

You have the right to:

- Know about the value and features of our medication consult service.
- Understand how we protect your privacy and have your personal information kept confidential in accordance with your plan's privacy policy and applicable law.
- Know how your health information may be shared with other health care professionals involved in your care in accordance with your health plan's privacy policy and applicable law.
- Get the name and job title of any employee you talk to. You also have the right to speak with his/her supervisor.
- Receive up-to-date information from our medication consult service.
- Be informed if the medication consult service changes or ends (if applicable).
- Choose not to participate in this program or any part of your care plan and know how that could affect your health in the future.
- Withdraw at any time.
- Be treated with courtesy and respect by our staff.
- Expect that all telephone calls and mailings will be done in a way that protects your privacy, in accordance with your health plan's privacy policy and applicable law.
- Know what to do if you feel like your rights under this document have been violated, or you haven't been treated properly.
- Understand your health care. If you speak a language other than English, or have a physical or mental disability, we'll give you the support you need to make informed health care choices.
- Have the final say in deciding what's best for your health in connection with your doctor or other healthcare professional's advice or treatment plan.

By using our program and services, you are responsible to:

- Give us your correct clinical and contact information.
- Let us know if there are any changes to your clinical or contact information.
- Tell your doctors that you are participating in our medication consult service.
- Let us know if you have any questions, concerns, or suggestions.
- Ask your doctor or pharmacist about the medication you take when you don't fully understand something.