

RIGHTS AND RESPONSIBILITIES



As a patient of Monument Health Home+ Specialty Pharmacy, you have the right:

- To be treated with dignity, compassion and respect.
- To get correct and professional pharmacy services without discrimination against race, creed, color, national origin, religion, gender, sexual preference, physical or mental handicap or age.
- To get care that takes into account the social, spiritual, and cultural matters which have an effect on your feelings about illness.
- To be assisted and have language barriers considered, to make sure you are understood, and that you understand the services you are getting, i.e., non-English speaking clients have the right to an interpreter or interpreter service and deaf, blind or illiterate clients have the right to materials and interpretation for effective communication.
- To ask for the identity and job title of any pharmacy staff member, and to speak with a supervisor of the staff member if requested.
- To call Monument Health Home+ Specialty Pharmacy at 605-755-3065 to voice grievances or file a complaint without fear of discrimination or reprisal. If at any time you would like to speak with a representative from Monument Health's Customer Service/Patient Relations regarding your concern, please notify a Patient Relations representative as soon as possible by calling 605-755-8734.
- To have all personal health information, communications and records about your care treated as confidential while following state and federal law.
- To ask for and get complete and current information about your care and be told of any changes in your care, to include services being stopped before the change is made.
- To ask for and get information about the current diagnosis, treatment, risks and foreseen outcomes in order to give informed consent or refusal before the start of any treatment.
- To speak with a health professional at any time about any questions or concerns about your medicine.

- To review the records about your medical care and to have the information explained or interpreted as needed, except when restricted by law. You have the right to access your information within a reasonable time frame. You have the right to ask for amendments or corrections to your medical record.
- To be told within a reasonable amount of time of possible termination of service or plans for transfer to another pharmacy.
- To accept or refuse any treatment or services, revoke consent or withdraw at any time, and to be told of the consequences of refusing treatment.
- The right to know about Monument Health Home+ Specialty Pharmacy Therapy Management Program's characteristics and philosophy, including the right to receive information about the Therapy Management Program.
- The right to receive administrative information regarding changes in or termination of the Therapy Management Program.
- The right to decline participation, revoke consent or opt out of the Therapy Management Program at any point in time.

As a patient of Monument Health Home+ Specialty Pharmacy, you have the responsibility:

- To provide, to the best of your ability, correct and complete information about symptoms, past illnesses, hospitalizations, medicines, allergies and other matters related to your health and to notify our pharmacy of any changes in this information.
- To participate in decisions regarding care.
- To ask for more information and ask questions when you do not understand your care or what you are expected to do.
- To tell our pharmacy of any schedule changes that may need to be made before a scheduled delivery.
- To tell our pharmacy about any problems, concerns, or if you are not happy with your service.
- To submit any forms that are needed to participate with our pharmacy and/or Therapy Management Program, to the extent required by law.
- To tell your treating provider of your participation with our pharmacy and/or Therapy Management Program, if applicable.

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