

## Patient Rights and Responsibilities

- You have the right to and are encouraged to obtain relevant, accurate, current and understandable information from your Pharmacist concerning your treatment and/or drug therapy
- You are entitled to the opportunity to discuss your specific drug therapy, the possible adverse side effects and drug interactions, and to receive effective counseling and education from your Pharmacist
- You have the right to make non-emergency decisions regarding your plan of care before and during treatment, as well as to refuse any recommended treatment, therapy or plan of care.
- You have the right to expect that all prescribed medications you receive are accurately dosed, effective and in useable condition
- You have the right to choose the pharmacist and pharmacy provider where your prescriptions are filled and to not be pressured or coerced into transferring your prescriptions to another pharmacy or mail-order service
- You have the right to be treated with respect and consideration
- You have the right to confidentiality and privacy of all patient counseling, information contained in the client/patient record and of your Protected Health Information in accordance with Long's HIPAA Notice of Privacy Practices
- You have the right to receive appropriate care without discrimination in accordance with physician orders
- You have a right to be advised if a medication has been recalled to the consumer level
- You have the right to call Long's Drugs with any complaints about medication at 803-358-3030 and ask for the Clinical Director or 704-641-7967 for any HIPAA or Privacy complaints and ask for Ashley Ellis, or to call Medicare at 1.800.633.4227 or URAC at 202-216-9010
- You have the right to voice grievances/complaints regarding treatment or care or lack of respect or to recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal, and to have grievances/complaints investigated
- You are responsible for acknowledging that you understand how to properly take your medication by signing for the pickup/delivery of your medication
- You are responsible for informing the Pharmacist of all the medications, both prescription and over the counter (including vitamins), you are currently taking, as well as a history of drug and food allergies
- You are responsible for requesting information or clarification about the drugs you are taking when you do not fully understand information and instructions and for making sure that you or your family are involved in and/or knowledgeable of all aspects of your care.
- You are responsible for any repercussions due to not following the proper instructions on how to take the medication(s) that are provided to you
- You are responsible for calling 911 in an emergency
- You are responsible for knowing the Medicare Supplier Standards and HIPAA Notice of Privacy Practices that have been given to you and are located on the Company website at [www.longsrx.com](http://www.longsrx.com)
- You are responsible for signing all documents necessary to allow the Company to work with your doctors and insurance to get any information needed to process the claim and collect payment
- You are responsible for deductibles, co-pays and unpaid items