

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 current care and any changes made, including termination, regarding the care and treatment to be provided by Mill Street Pharmacy.
- Receive care appropriate to his/her needs 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 Mill Street Pharmacy concerning your health care. These appeals should be made in writing to the corresponding corporate office.

All Patients have the Responsibility to:

- Give accurate and complete contact information, health information and other pertinent items, and to notify 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 Mill Street Pharmacy staff member.
- Inform Mill Street Pharmacy if they are in the hospital, or have utilized emergency services.
- Notify their treating provider of their participation with Mill Street Pharmacy.
- Submit any forms that are necessary to participate with Mill Street Pharmacy, to the extent required by law.