



## **Patient Rights & Responsibilities**

***As a Patient of OptiMed Specialty Pharmacy, you have the right to:***

### **Respect**

You will receive appropriate care without discrimination in a considerate and safe manner, respecting your personal values and beliefs.

### **Information**

We will advise you about the services you will receive (including limitations), who will provide them, and cost of services prior to you receiving services. This includes discussing your medications in terms you can understand. As part of your right to be informed, you will be told the names of the medications, how use them, when to take them, adherence, drug interaction or adverse drug reaction concerns.

### **Privacy**

Each time you use our Pharmacy's service(s), or one of your physicians call in a prescription, a record is made of this encounter. Typically, this record contains medical information from your referring physician, a prescription history, as well as other information you provide to us. We will refer to the information contained in your record as your "health information," which term shall have the same meaning as "protected health information," defined in the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA"). OptiMed Specialty Pharmacy is committed to maintaining our patient's confidentiality. As a patient you have access to our privacy policy. Our privacy policy is always available to you. Copies are located on our website and are provided within our Patient Welcome Packet.

### **Self-determination**

We encourage you to actively participate in decisions involving your health care. You have the right to participate in the development and periodic revision of your plan of care; be fully informed about your care and the various options available to you. You also have the right to decide for yourself which care you do and do not wish to receive after the risks and benefits are fully presented. You have a right to choose a healthcare provider. You shall be informed of any financial interest(s) when referred to an organization outside of OptiMed Specialty Pharmacy.

### **Advance directives**

You have the right to make advance directives - such as a living will or designation of someone to act as your advocate or representative. These directives cover treatment options and may include naming someone to act on your behalf if you later become unable to communicate what treatment you do or do not wish to receive.



### **Explanation of charges**

You have the right to examine and ask questions about your bill, including payments expected from third parties and charges for which you will be responsible. You will be provided the charges associated with your prescription(s) and/or service, including third party paid amount and your responsible amount. This will be provided verbally and in writing, prior to receiving a product and/or service.

### **Addressing your needs and concerns**

You have the right to appropriate assessment and management of your symptoms, including physical pain, as well as to address any psychological, spiritual or cultural concerns or needs you may have.

### **Access to your medical record**

You have the right to inspect and copy information in your medical files. You may receive this by providing us a written request for the information.

### **Treated with respect**

Our patients have the right to be treated with respect, consideration, and recognition of your dignity and individuality. This includes freedom from mistreatment, neglect or verbal, mental, sexual and physical abuse including injuries of unknown source and misappropriation of patient property.

## ***As a Patient of OptiMed Specialty Pharmacy, you are responsible for:***

### **Medical History**

We ask that you provide us complete and accurate information regarding your medical history. Our ability to provide appropriate care is limited if we do not have an accurate understanding of your past health care.

### **Appointments**

If applicable, we ask that you are available for your scheduled appointment on time, so that we can be on time.



## **Communications**

We need to know

- Whether you understand your proposed course of treatment;
- What other medications you take-including prescription, nonprescription, and herbal or vitamin supplements;
- Whether you understand what is expected of you during your treatment; and
- Whether you are able and willing to work with the care team as outlined.

We depend on you to ask questions and seek clarification about your diagnosis and treatment. Please ask us about any unfamiliar practices or procedures. You can reach us by phone at (269) 250-8000 or toll free (877) 385-0535.

If you need to report adverse drug reaction to the FDA, you can do that by calling: 1-800-FDA-1088 or online at: <http://www.fda.gov/Safety/MedWatch/HowToReport/ucm053074.htm>

## **Treatment**

Once a course of treatment is agreed upon, it is very important that you participate in your care by carefully following instructions and accept the consequences for not following instructions. We also rely on you to report any perceived risks in your care.

## **Health Changes**

Responsive health care relies on accurate, up-to-date information. Let your pharmacist or nurse know about any changes in your health. Advise us of any complications resulting from treatment or any new symptoms.

## **Respect**

We ask that you always show respect for the rights and privacy of our staff, other patients and their families.

## **OptiMed Is a Tobacco-Free Business**

Because of our commitment to a healthier environment, OptiMed Specialty Pharmacy is a completely tobacco-free campus. Patients, their families, and visitors to OptiMed Specialty Pharmacy may not smoke while on pharmacy property.

## **Financial Arrangements**

It is your responsibility to provide accurate information about sources of payment, including your insurance, and your ability to meet your financial obligations. If you are unable to pay for



your medications you must inform us prior to receiving services. OptiMed staff are available to help guide you to resources that maybe available to you.

### **Emergency Preparedness**

Patients are encouraged to have an emergency preparedness plan. You should have an adequate supply of medication, food, and water at home and know where your important documents are located. The State of Michigan Office of Public Health Preparedness can be contacted for additional resources (Phone 517-335-8150).

### **You are part of the team**

Get to know us. We are the people who will be taking care of you or your loved one. The staff of OptiMed Specialty Pharmacy wear name badges so you know who is a part of your health care team. We understand that patients and their families are the most important partners on the healthcare team. We want you to ask questions, share information, and help make decisions about your care and wellbeing.

### **For Further Information or Assistance**

We ask that you follow all OptiMed Specialty Pharmacy rules and regulations. If you have questions, suggestions or needs related to any aspect of your care, please share those with our pharmacy staff or ask to speak to the Pharmacy Director.

### **Complaint Resolution**

If you have a grievance or concern about the care you have received at OptiMed Specialty Pharmacy, please communicate this to any of our staff. Our staff is capable and willing to assist you in resolving your concern. You may voice grievances or complaints regarding treatment or care, lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.

If you are not satisfied with the response to your grievance, you may ask to file a formal complaint through an Incident Report or ask to speak to the Pharmacy Director. Any pharmacy staff member can aide in filing this report. Once a complaint form is filed and received by OptiMed Specialty Pharmacy, management will investigate and respond to your complaint within 30 days (14 days for Medicare-related issues).

The Pharmacy Director reviews and responds to all formal complaints. S/he will make every attempt to resolve the issue to your satisfaction utilizing the staff involved in the situation. Presentation of a complaint will not compromise your current or future access to care.



If your concern is not resolved through OptiMed Specialty Pharmacy, you may file your complaint via:

- **State of Michigan Consumer & Industry Services Bureau of Health Services:** P.O. Box 30670, Lansing MI 48909-8170 or download a complaint form online: [www.michigan.gov/mdc](http://www.michigan.gov/mdc)
- **Michigan Board of Pharmacy:** Phone: 517-373-9196
- **ACHC Accredited Organization Complaint Line:** Phone: 919-785-1214 or on the web at: <http://www.achc.org/contact/complaint-policy-process>

### **Scope of Services**

In addition to providing medications, OptiMed Specialty Pharmacy offers the following unique specialty services to meet each patient's individualized needs.

Compounded Medications: Compounding is the art of preparing a medication dosage form from the raw medicinal agents based upon an individuals' unique circumstances.

Medication Therapy Management: MTM refers to a variety of services pharmacists can provide as drug experts to ensure that patients are getting the most from their medications.