

Patients Rights and Responsibilities

We provide our patients high-quality specialty pharmacy services. To ensure that you receive the best care, we have enclosed a summary of your Patient Rights and Responsibilities. Please take a moment to review.

As a Patient of Axiom Healthcare Puerto Rico You Have the Right to:

- + Speak to your pharmacy team member(s).
- + Know the name and role of your pharmacy team member(s) and can speak to a supervisor if needed.
- + Be able to identify visiting pharmacy team members through proper identification (as applicable).
- + Be provided with enough information about the scope of pharmacy services and limitations of those services to give your informed agreement for initiation of services, the continuation of services, modification of services, or the termination/refusal of services after consequences are fully presented.
- + Expect confidentiality and privacy of all information contained in your pharmacy records and of Protected Health Information.
- + Receive information on the pharmacy's policies and procedures regarding the disclosure of clinical records.
- + Receive information in a way you can understand to make informed decisions and actively participate in the development, implementation, and periodic revision of your plan of care.
- + Be fully informed in advance about care/services provided, including those pharmacy team members that will provide care, including the frequency of care/service, as well as any modifications to the plan of care.
- + Choose a healthcare provider and receive care without discrimination in accordance with physician's orders.
- + Be informed of your rights under state law to provide Advance Directives for the purpose of designating a decision maker if you are unable.
- + Be informed in advance of your financial responsibility related to services provided.
- + Have your person and property treated with respect and consideration in a way that recognizes your dignity and individuality and is also free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misuse of your property.
- + Voice and have grievances/complaints investigated about treatment, care, or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- + Understand the purpose and scope of the Patient Management Program (PMP) and request information, including changes in, or termination of, the PMP.
- + Have personal health information shared with the PMP only in accordance with state and federal law.
- + Decline participation, or disenroll, in the PMP at any point in time.
- + Receive information regarding any financial relationships between Axiom Healthcare Puerto Rico and other organizations/providers.
- + Be fully informed, with consent documented, if you are asked to participate in any clinical research.
- + Be fully informed of your responsibilities as they relate to the pharmacy.

As a Patient of Axiom Healthcare Puerto Rico You Have the Responsibility to:

- + Visit the Axiom Healthcare Puerto Rico website to review the Patient Welcome Book. If you are unable to access the website, you may contact the pharmacy to request a printed copy of the Welcome Book.
- + Provide, to the best of your knowledge, accurate and complete information about present complaints, past medical history, other medical conditions, allergies, hospitalizations, medications, and other matters relating to your health, as well as accurate contact, demographic, and prescribing provider information. You are also responsible for notifying the pharmacy of any changes in the above information.
- + Communicate and participate in your plan of care.
- + Review the documents within the Welcome Packet that were sent after scheduling your first medication delivery. Sign and return the forms required to receive services or treatment, as necessary.
- + Ask for more information when you do not fully understand the care or service being provided to you and notify the pharmacy of any concerns about or dissatisfaction with the care or services provided.
- + Remain under a provider's care while receiving pharmacy services and follow your provider's orders as directed. Notify your treating provider that you are receiving pharmacy services and participating in the Patient Management Program through Axiom Healthcare Puerto Rico.
- + Provide insurance information and (if applicable) financial documentation/ forms of payment for services. Notify the pharmacy of any changes in insurance coverage.
- + Pay for any services or care rendered.
- + Maintain any equipment provided, if applicable.
- + Accept the consequences for any refusal of treatment or choice of non-compliance to your prescribed therapy.