



SPECIALTY PHARMACY

# Patients Rights and Responsibilities

We are dedicated to providing 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 KROGER SPECIALTY PHARMACY YOU HAVE THE RIGHT TO:

Be treated with dignity and respect without regard to race, color, creed, sex, age, sexual orientation, national or ethnic origin, diagnosis, or source of payment.

Be provided with information regarding ownership, available services, insurance coverage, and other charges, if applicable.

Choose a healthcare provider, including an attending physician, as applicable.

Be informed about his/her illness and treatment, when and how services will be provided, the name and function of any person and agency providing care and service, and the name of the person responsible for coordination of care.

Be informed in advance about any changes in the care or treatment as it pertains to your wellbeing.

Make informed decisions about his/her care and actively participate in the planning of care.

Be instructed in his/her care therapy in order to reach the highest level of self-care and wellness.

Continuity of care and service provided by personnel who are qualified through education and experience to perform the service for which they are responsible.

Participate in experimental treatment and research with voluntary, informed consent documented.

Refuse treatment, within the confines of the law, after being fully informed of and understanding the consequences of such action.

Confidentiality and privacy in treatment and care, including confidential treatment of patient records, and to refuse their release to any individual outside, except in the case of transfer to another health facility, or as required by law or third-party contract.

Be informed of any financial benefit when referred to an organization.

Voice complaint and grievance and be informed of procedure for registering complaints without reprisal, coercion, or unreasonable interruption of services and to have the grievance and/or complaint investigated.

Receive prompt response to all reasonable interruption of services.

Be informed of provider service/care limitations.