

Client's Bill of Rights and Responsibilities

As a client of LeMed Pharmacy, you have the right to:

- The right to know about philosophy and characteristics of the patient management program;
- The right to have personal health information shared with the patient management program only in accordance with state and federal law;
- The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested;
- The right to speak to a health professional;
- The right to receive information about the patient management program;
- The right to receive administrative information regarding changes in, or termination of, the patient management program;
- The right to decline participation, revoke consent, or disenroll at any point in time;

As a client of LeMed Pharmacy, you have the responsibility to:

- The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law;
 - The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information; and
 - The responsibility to notify their treating provider of their participation in the patient management program, if applicable.
-
- Remain under a doctor's care while receiving services
 - Provide the pharmacy with a complete and accurate health history
 - Notify the pharmacy of any changes in insurance coverage
 - Provide all requested insurance and financial records
 - Sign the required agreements and releases for service and insurance billing
 - Participate in your care plan by asking questions and following instructions
 - Accept the consequences for any refusal of treatment or choice of noncompliance
 - Provide a safe home environment in which your care can be given
 - Cooperate with your doctor and other caregivers
 - Assume responsibility for damaged, lost, or unreturned home medical equipment once in your possession
 - Notify the pharmacy of any problems or dissatisfaction with care

If you need clarification or are not satisfied call LeMed Pharmacy and ask for the Pharmacist.

To register a complaint with the New York State Board of Pharmacy, call 518-474-3817