

Patient Bill of Rights and Responsibilities

As a Medcal Pharmacy Patient, you have the right to:

Be given appropriate and professional pharmacy services without discrimination against your race, creed, color, national origin, religion, gender, sexual preference, handicap or age.

Speak with a pharmacist about any questions or concerns about your medications.

Be fully informed of the pharmacy's fertility programs.

Receive services from personnel who are qualified including a Registered Pharmacist, or a Pharmacy Technician.

Choose the pharmacy from which you receive fertility services, change pharmacy providers at any time, and accept or decline any services offered (as allowed by law).

Know about the philosophy and characteristics of the fertility pharmacy program.

Ask for help in finding and transferring the pharmacy services you need for your treatment.

Receive the pharmacy services you need at the time you need them.

Receive respectful and considerate treatment from all pharmacy staff.

Be sure that your pharmacy services records will be kept confidential.

Say "yes" or "no" to giving those records to any other agencies and to have personal health information shared only in accordance with state and federal law.

Ask for the identity and job title of the staff member you are speaking with and to speak with a supervisor if requested.

Know how we handle complaints.

Be notified of any administrative changes to the fertility pharmacy program that may affect you.

Get full explanations of the total bill for the services and the products you have received.

As a Medcal Pharmacy Patient, you have the responsibility to:

Give correct and complete information about your health, medications, allergies and other important medical information and notify the pharmacy of any changes.

Notify Medcal of any problems, concerns or dissatisfaction with our services.

Notify Medical of any changes that may need to be made prior to a scheduled delivery.

Complete and return any required forms.

Ask for more information about anything you do not understand.

Participate in the care you get from doctors and pharmacies.

Pay for the services and care received.