

Pharmacy Patient's Bill of Rights

1. The patient has the right to be treated with dignity and respect.
2. The patient has the right to competent counseling and is encouraged to obtain from pharmacists and other direct caregivers relevant, current, and understandable information concerning their medication therapy and treatment.
3. The patient is entitled to the opportunity to discuss and request information related to their specific drug therapy, the possible adverse side effects and drug interactions.
4. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care.
5. The patient has the right to expect that all communication, discussion, and patient counseling will be conducted so as to protect each patient's privacy.
6. The patient has the right to have the pharmacist serve as one of the patient's advocates for appropriate drug therapy and to make reasonable efforts to recommend alternative choices in collaboration with the patient's physician.
7. The patient has the right to be informed in advance of charges of services and products upon request.
8. The patient has the right to be informed of Patient's Responsibilities.
9. The patient has the right to file a complaint with the New Mexico State Board of Pharmacy (Phone: (505) 222-9830; Website: <http://www.rld.state.nm.us/boards/Pharmacy.aspx>).

Pharmacy Patient's Responsibilities

1. The patient is responsible to provide pharmacy personnel with requested information and identification in compliance with federal and local laws.
2. The patient assumes responsibility for appropriate handling and storage upon receipt of prescription.
3. Participate in your care plan by asking questions and clarifying instructions for appropriate use.
4. The patient will notify the pharmacy of any problems or dissatisfaction with the pharmacy-provided services.

Effective healthcare requires collaboration between patients, pharmacists and other healthcare professionals. Pharmacists must ensure to respect the patient's decision-making on treatment choices and other aspects of their care. Upon request, patients are responsible for providing comprehensive information about their medications as well as a history of their drug and food allergies. To participate effectively in decision-making, patients are encouraged to take responsibility for requesting information or clarification about the drugs they are taking when they do not fully understand information and instructions.

