



## **Patient Bill of Rights and Responsibilities**

Texas Children's Specialty Pharmacy believes that quality healthcare requires collaboration between patients, pharmacists, and other healthcare professionals. Open and honest communication, respect for personal and professional values, and sensitivity to differences are integral to providing the best patient care. Pharmacists must respect patients' input when evaluating their care and treatment choices. Patients must understand their rights and treatment plans and ask their pharmacists and other healthcare providers whatever questions they need to achieve this understanding. Patients must also take responsibility for the vital part they play in executing their treatment plans at home, because how well their treatments work and their satisfaction with their drug therapies depend in part on whether patients fulfill their responsibilities. These responsibilities include providing complete, accurate information about medical history, medications and supplements, and drug and food allergies.

### **Patients Have The Right To:**

1. Have one's property and person treated with respect, consideration, and recognition of their dignity and individuality.
2. Have this document read to them in a language they understand if they cannot read it themselves, and then receive a written copy of the document that is read to them.
3. Receive assistance in understanding these rights and responsibilities so that the client/patient and parent, legal guardian, or other responsible person are fully informed of these rights and responsibilities.
4. Receive current information about Texas Children's Specialty Pharmacy patient management program, including the potential health benefits and limitations of participating in the program; instructions on how to contact program personnel.
5. Decline participation in, opt out, or dis-enroll from Texas Children's Specialty Pharmacy patient management program at any time.
6. Identify all Specialty Pharmacy staff members and visiting personnel, including their job titles, and speak with a staff member's supervisor if requested.
7. Speak to a healthcare professional.
8. Be free from mistreatment, neglect, verbal, mental, sexual, or physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
9. Receive relevant, accurate, current, and understandable information from their pharmacists concerning their treatment and/or drug therapy.
10. Be fully informed in advance about the medical care or service to be provided, including who will provide that care, how often the patient will have to visit their healthcare provider(s), and any modifications to their care plans.
11. Be informed in advance, orally and in writing, about what healthcare will be provided and how much it will cost, including the amount expected from third parties (like insurance companies) and the amount the patient must pay.
12. Understand important information. This means that information will be communicated in a way that takes a patient's age, level of understanding, language, and any applicable impairments (including vision, speech, or hearing) into account.
13. Receive information about the scope of services to be provided and the specific limitations on those services.



14. Participate in the development and periodic revision of their care plans.
15. Refuse care or treatment after discussing and understanding the consequences of such refusal with their healthcare provider(s).
16. Be informed of their rights under state law to complete an Advanced Directive, if applicable.
17. Receive complete and accurate information from their pharmacists about the reason(s) for their treatment and/or drug therapy, the proper use and storage of prescribed medications, and the possible negative side effects and interactions with other drugs, supplements, or foods.
18. Receive effective counseling and education from their pharmacists that empowers them to play an active role in managing their health and making treatment decisions.
19. Make non-emergency decisions regarding their care plan before and during treatment, and refuse any recommended treatment, therapy, or care plan.
20. Receive only safe, accurately dosed, effective medications in useable condition, whether from a physician, hospital, health clinic, retail or mail-order pharmacy.
21. Have personal health information shared with the patient management program only in accordance with state and federal law. This means that all records, Protected Health Information (PHI), pharmacist-patient counseling, and related communications, including those regarding drug therapy, effects, and side effects, shall be kept confidential and conducted in a manner that protects patient privacy.
22. Expect that pharmacists, pharmacies, insurance companies, and other relevant parties will not use patients' personal data, including their contact information, to solicit the purchase of goods or services, regardless of whether such solicitation relates to the patient's care.
23. Know the organization's policies and procedures regarding clinical records disclosures.
24. Choose which pharmacist and pharmacy provider will fill their prescriptions without pressure or coercion.
25. Choose a healthcare provider and attending physician, if applicable.
26. Receive appropriate care without discrimination according to physician's (or other licensed practitioner with prescribing authority) orders without discrimination.
27. Be informed of any financial benefits when referred to an organization.
28. Be fully informed of and understand their responsibilities.
29. Voice grievances/complaints regarding treatment or care, or lack of respect of property or person, and recommend changes in policy, personnel, service, or care without restraint, interference, coercion, discrimination, or reprisal.
30. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or regarding lack of respect to property, investigated and immediately reported to an administrator or appropriate designee.
31. File a complaint to express concerns or dissatisfaction about services received, or failed to have received, without fear of reprisal, discrimination, or unreasonable interruption of services with:
  - Texas Children's Specialty Pharmacy. Patients may call toll-free at (877) 727- 2503, select Option 2, and ask to speak with the pharmacy manager during regular business hours, or with the pharmacist-on-call outside of regular business hours (or on a weekend or holiday).
  - Texas Children's Hospital Family Advocacy Department. Patients may call (832) 824-1919 or email [famadvocacy@texaschildrens.org](mailto:famadvocacy@texaschildrens.org). Making a complaint or grievance will not jeopardize patients' current, future, or access to care.

### **Making Complaints Outside of Texas Children's Hospital:**

If a complaint cannot be resolved to your satisfaction, you have the right to:



- Make a complaint to the Texas State Board of Pharmacy if you believe that any pharmacist or pharmacy licensed in the State of Texas has committed a violation concerning your safety, health, privacy, or confidentiality. Call toll-free at: (800) 821-3205.
- File a formal, written grievance with the Texas Department of State Health Services (DSHS) at:

**Texas Department of State Health Services**

1100 W. 49th Street  
Austin, Texas 78756-3199  
888-973-0022  
800-735-2989 (TDD)

- Contact ACHC directly at (855) 937-2242, if you have any concerns about the product or service that you receive from Texas Children's Specialty Pharmacy.
- Contact the Joint Commission's Office of Quality Monitoring to report concerns or register complaints about a Joint Commission-accredited healthcare organization by calling toll-free (800) 994-6610 or [e-mailing complaint@jointcommission.org](mailto:emailing_complaint@jointcommission.org).
- If you are a Medicare patient, contact the Quality Improvement Organization (QIO) at:

**KEPRO BFCC QIO**

5700 Lombardo Center, Suite 100  
Seven Hills, OH, 44131  
Toll-free: (844) 430-9504  
TTY:(855) 843-4776



**Patients Have The Responsibility To:**

1. Submit all forms necessary to receive services from and participate in Texas Children's Specialty Pharmacy patient-management program, and/or that are required by law.
2. Provide accurate medical, clinical, and contact information, and to notify Texas Children's Specialty Pharmacy patient management program of any changes in this information.
3. Notify their treating provider of their participation in the Texas Children's Specialty Pharmacy patient management program, if applicable.
4. Adhere to the treatment or service plan established by their physician or healthcare provider.
5. Participate in the development and periodic revision of their care and/or service plans.
6. Provide the complete, accurate medical and personal information necessary to plan and provide care and/or services.
7. Ask all necessary questions about their care, treatment, services, or instructions provided by a Texas Children's Specialty Pharmacy representative.
8. Communicate any information, concerns, and/or questions related to perceived risks in their services, and unexpected changes in their condition.
9. Notify Texas Children's Specialty Pharmacy if they will be unable to receive scheduled deliveries.
10. Properly maintain any equipment provided to them.
11. Notify Texas Children's Specialty Pharmacy of any concerns about the care or services provided if they arise.
12. Treat Texas Children's Specialty Pharmacy personnel with respect and without discrimination due to color, religion, sex, creed, or national or ethnic origin.
13. Care for and use medications, supplies, and/or equipment only according to relevant instructions and prescriptions, and only for the individual for whom they were prescribed.
14. Immediately notify Texas Children's Specialty Pharmacy of any changes, whether temporary or permanent, in their physical condition, prescription(s), insurance coverage, perceived risks, address, or telephone number.
15. Pay all charges upon receipt of prescriptions.
16. Provide accurate and complete information about their health.