

# Pharmacy Patient Bill of Rights

## Preamble

IN ACKNOWLEDGEMENT OF an increasingly informed and cost-conscious public, and with specific reference to the proliferation and complexity of drug therapy, pharmacists have recognized the need for a “Pharmacy Patient’s Bill of Rights.” To reinforce their commitment to protect the health and well-being of their patients, pharmacist need a common reference to describe their covenantal relationship with the public. In recognition of the public’s right to freedom of choice and the pharmacist’s professional relationship with their patients, this document delineates: 1. The patient’s right and pharmacy’s responsibilities with respect to appropriate drug therapy, and 2. The patient’s responsibilities and pharmacists’ rights with respect to the quality of services provided. Such a charter is set forthwith and shall be known as the “Pharmacy Patient’s Bill of Rights.”

## Patient Rights/Pharmacist’s Responsibilities

Patients have the right to expect their pharmacist to:

- Be professionally competent and adhere to accepted standards of pharmacy practice.
- Treat them with dignity, consistent with professional standards for all patients, regardless of manner of payment, race, sex, age, nationality, religion, disability, or other discriminatory factors.
- Act in their best interest when making pharmaceutical care decisions.
- Serve as their advocate for appropriate drug therapy and to make reasonable efforts to recommend alternative choices in coordination with the patient’s other health care providers.
- Maintain their medical records, and keeping them confidential, use them routinely to maximize their care and make them available to the patient for review upon request.
- Provide counseling, using the methods appropriate to the patients’ physical, psychosocial, and intellectual status.
- Have their prescriptions dispensed and pharmacy services provided at a pharmacy of their choice in an atmosphere that allows for confidential communication and in an environment that is private, properly lighted, well-ventilated, and clean.
- Monitor drug therapy within their medical regimen for safety and efficacy and make reasonable efforts to detect and prevent drug allergies, adverse reactions, contraindications, or inappropriate dosage.
- Monitor their compliance and proper drug use and institute remedial interventions when necessary.
- Prominently post the “Pharmacy Patient’s Bill of Rights.”

## Patient Responsibilities/Pharmacists’ Rights

In order for pharmacists to meet their responsibilities to patients as set forth in this “Pharmacy Patient’s Bill of Rights,” patients are responsible for:

- Providing the personal demographics, medical history, and payment mechanism including third party payor information necessary for pharmacists to individualize care, the method of its provision, and its reimbursement.
- Implementing the drug therapy regimen conscientiously and reporting their clinical response to their pharmacist, especially untoward reactions and any changes in their health status and medical care.
- Cooperating with the pharmacist and authorizing their physician or the healthcare practitioner to release the medical information necessary for the pharmacist to practice responsibly.