Patient Rights

1. Be fully informed in advance about services/care to be provided.
2. Be treated with dignity, courtesy and respect as a unique individual.
3. Be able to identify company representatives through name and job title and to speak with a pharmacist if requested.
4. Choose a healthcare provider.
5. Receive information about the scope of care and services that are provided by Froedtert & MCW Specialty Pharmacy Services as well as any limitations to the company’s care and/or service capabilities.
6. Receive upon request evidence-based practice information for clinical decisions (i.e. manufacturer package insert, published practice guidelines, peer-reviewed journals) including the level of evidence or consensus describing the process for intervention in instances where there is no evidence-based research, conflicting evidence or no level of evidence.
7. Coordination and continuity of services from Froedtert & MCW, timely response when care, treatment, services and/or equipment is needed or requested.
8. Receive in advance of services being provided, complete verbal or written explanations of expected payments from Medicare, Medicaid, or any other third party payer, charges for which you may be responsible and explanation of all forms you are requested to sign.
9. Receive quality medications and services that meet or exceed professional and industry standards regardless of race, religion, political belief, gender, social or economic status, age, disease process, DNR status or disability in accordance with prescriber orders.
10. Receive medications and services from qualified personnel and to receive instructions and education on safely handling and taking medications.
11. Receive information regarding your order status. Patients or caregivers can call (414) 805-5600 to speak with a pharmacy employee.
12. Participate in decisions concerning the nature and purpose of any procedure that will be performed and who will perform it, the possible alternatives and/or risks involved and your right to refuse all or part of the services and to be informed of expected consequences of any such action based on the current body of knowledge.
13. Confidentiality and privacy of all the information contained in your records and of Protected Health Information (PHI), except as otherwise provided for by law or third-party payer contracts.
14. If desired, to be referred to other health care providers within the F&MCMW healthcare system (i.e. dietician, pain specialist, mental health services). The patient may also be referred back to his/her own prescriber for follow up.
15. Receive information regarding to whom and when your personal health information was disclosed, as permitted under applicable law and as specified in the company’s policies and procedures.
16. Express dissatisfaction/concerns/complaints for lack of respect, treatment or service and to suggest changes in policy, staff or services without discrimination, restraint, reprisal, coercion or unreasonable interruption of services.
   a. Patients or caregivers can call (414) 805-6500 to speak with a pharmacy employee or pharmacy leader.
   b. Patients or caregivers may call (414) 805-3000 to speak with patient relations.
   c. If you feel the need to discuss your concerns, dissatisfaction or complaints with a party other than Froedtert & MCW staff, please file a complaint with the Wisconsin Division of Legal Services and Compliance (DLSC). The hours of operation are Monday-Friday 8 a.m.-4:30 p.m. You can call them at (608) 266-2112, mail a complaint form to 1400 E. Washington Avenue, Madison, WI 53703 or email it to dsps@wisconsin.gov. Please visit http://dsps.wi.gov for more information.

17. Express concerns/complaints/dissatisfaction about services that are (or fail to be) furnished in a timely manner.

18. Be informed of any financial relationships of the pharmacy.

19. Be offered assistance with any eligible internal programs that help with patient management services, manufacturer co-pay and patient assistance programs, health plan programs (tobacco cessation programs, disease management, pain management, suicide prevention/behavioral health programs).

20. Be advised of pharmacy numbers: For normal business hours, Monday - Friday 8:30 a.m.-6 p.m. CST, call 414-805-6500. After normal business hours, for non-urgent matters, you may leave a message at the same number and receive a returned phone call within one business day. After normal business hours, for urgent matters, call 414-805-3666 to speak with a live operator who may direct your emergency question(s).

21. Be advised of any change in the plan of service before the change is made.

22. Participate in the development and periodic revision of the plan of care/service.

23. Receive information in a manner, format and/or language that you understand.

24. Have family members, as appropriate and as allowed by law, with your permission or the permission of your surrogate decision maker, involved in care, treatment and/or service decisions.

25. Be fully informed of your responsibilities.

26. Have the right to decline participation, revoke consent or disenroll in any Froedtert & MCW pharmacy services at any point in time.

27. To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
Patient Responsibilities

1. Adhere to the plan of treatment or service established by your physician and to notify him/her of your participation in Froedtert & MCW’s Patient Management Program.
2. Adhere to Froedtert & MCW policies and procedures.
3. Submit any forms necessary to participate in the program, to the extent required by law.
4. Participate in the development of an effective plan of care and/or services.
5. Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care and/or services.
6. Ask questions about your care, treatment and/or services.
7. Clarify any instructions provided by pharmacy staff.
8. Communicate any information, concerns and/or questions related to perceived risks in your services, and unexpected changes in your condition.
9. Be available to receive medication deliveries and coordinate with Froedtert & MCW during times you will be unavailable.
10. Treat pharmacy personnel with respect and dignity without discrimination as to color, religion, gender or national or ethnic origin.
11. Provide a safe environment for the organization’s representatives to provide services.
12. Use medications according to instructions provided, for the purpose it was prescribed, and only for/on the individual to whom it was prescribed.
13. Communicate any concerns on ability to follow instructions provided.
14. Promptly settle unpaid balances except where contrary to federal or state law.
15. Notify pharmacy of change in prescription or insurance coverage.
16. Notify pharmacy immediately of address or telephone changes, temporary or permanent.