

Patient Rights and Responsibilities

At our pharmacy, we value our patients and are committed to providing care with respect, privacy, and professionalism.

Patient Rights

As a patient of Sapphire Pharmacy, you have the right to:

1. Receive quality care — to have prescriptions filled accurately, promptly, and professionally.
 2. Be treated with respect and dignity, regardless of age, gender, race, religion, sexual orientation, or health condition.
 3. Have your health information kept confidential in accordance with HIPAA and other privacy laws.
 4. Receive clear and understandable information about your medications, including their purpose, proper use, possible side effects, and storage requirements.
 5. Ask questions and participate in decisions about your medication therapy.
 6. Request counseling from a licensed pharmacist about your prescriptions and over-the-counter medications.
 7. Refuse medication and be informed of the potential consequences of doing so.
 8. Voice concerns or complaints about pharmacy services without fear of discrimination or retaliation.
 9. Select the pharmacy of your choice for your medication needs.
 10. Be informed of costs and available options related to your prescriptions.
-

Patient Responsibilities

As a patient of Sapphire Pharmacy, you are responsible for:

1. Providing accurate and complete information about your health, allergies, and medication history.
2. Informing the pharmacy of any changes in your medical condition, contact information, or insurance coverage.
3. Following the directions provided by your healthcare provider and pharmacist.
4. Asking questions if you do not understand your medication or instructions.
5. Using medications safely and as prescribed; not sharing them with others.
6. Informing the pharmacist of any side effects, adverse reactions, or medication errors.
7. Respecting pharmacy staff and other patients.
8. Paying for prescriptions and services in a timely manner or communicating about billing concerns.
9. Keeping appointments or notifying the pharmacy if you will be late or unable to pick up medications.