

# St. Vincent de Paul Charitable Pharmacy

## *Patient Rights*

1. The patient has the right to considerate and respectful service.
2. The patient has the right to obtain service without regard to race, creed, national origin, gender, sexual orientation, age, disability, diagnosis or religious affiliation.
3. Subject to the law, the patient has the right to confidentiality of all information pertaining to his/her pharmacy care. Individuals or organizations not involved in the patient's care may not access patient information without the patient's written consent.
4. The patient has the right to make informed decisions about his or her care and service.
5. The patient has the right to reasonable continuity of care and service.
6. The patient has the right to voice grievances without fear of termination of service.

## *Patient Responsibilities*

1. Patients are **expected to bring** the following to their first pharmacy intake appointment:
  - ✓ all prescription medications;
  - ✓ over-the-counter medications;
  - ✓ and paper prescriptions which have not been filled.
2. Patients should **expect to spend 30 minutes** at the pharmacy for each pick up appointment. The patient's blood pressure may be checked and the pharmacist will discuss various topics: lifestyle, medications, and disease state management.
3. Patients should call more than 24 hours in advance to refill medications. When leaving a voicemail for refills, please include:
  - ✓ Name and date of birth
  - ✓ Phone number to call back
  - ✓ Prescription number or name of medication to be refilled
  - ✓ Date you would like to pick up the medications
4. The patient must promptly notify SVdPCP of any changes in insurance status, income, and/or address and telephone.
5. The patient is responsible for any meds that are lost or stolen while in their possession and should promptly notify SVdPCP.
6. The patient should promptly notify SVdPCP of any changes concerning their primary care physician or if a prescriber stops the use of any medications filled at SVdPCP.



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## *SVdPCP Promises and Partnership*

1. SVdPCP will help patients who meet our eligibility criteria with their prescription needs.
2. Once you are deemed eligible, SVdPCP will work with you to develop a care plan tailored to your individual needs that will include providing as many medications as we have available.
3. After eligibility has been determined, SVdPCP will provide you with access to our services for 6 months.\* Once the 6 month period has ended, services can be maintained by undergoing recertification.
4. SVdPCP reserves the right to deny service for any disruptive, belligerent, or threatening behavior.
5. SVdPCP will deny service if patients misrepresent their eligibility (For example, if a patient denies that they have insurance, when they currently have insurance coverage).
6. Due to the high demand of our services and changing volunteer staff, the wait time may be longer than what you've come to expect at other pharmacies. SVdPCP staff and volunteers will work hard to keep your wait time around 30 minutes. We thank you in advance for your patience.
7. Please remember SVdPCP is staffed by volunteers who deserve the same respect and consideration provided to patients.

\*Eligibility is subject to monthly verification checks on the State's Medicaid portal

