



PHARMACY PATIENT BILL OF RIGHTS

Texas Pharmacy Association

Effective health care requires collaboration between patients, pharmacists and other health-care professionals. Open and honest communication, respect for personal and professional values and sensitivity to differences are integral to providing patient care. Pharmacists must respect the role of patients in deciding their treatment choices as well as other aspects of their care. Patients must understand their rights, take responsibility for their role in treatment and ask vital questions of their pharmacists and other health-care professionals before making decisions.

Texas Pharmacy Association is committed to protecting the health and welfare of patients through pharmacy's delivery of quality, patient-focused care and education. TPA encourages pharmacists and other health-care providers to adopt this 10-point Pharmacy Patient Bill of Rights and apply it to their patient communities in order that patients and their families understand their rights and responsibilities.

Pharmacy Patient Rights

1. Patients have the right to considerate and respectful care from their pharmacists and other health-care professionals.
2. Patients have the right to receive relevant, accurate, current and understandable information from their pharmacists concerning their treatment and/or drug therapy.
3. Patients have the right to receive complete and accurate information from their pharmacists regarding the reason for their treatment and/or drug therapy, the proper use and storage of prescribed medications and the possible adverse side effects and interactions with other drugs, supplements or foods.
4. Patients have a right to receive effective counseling and education from their pharmacists that empowers them to take an active role in their health condition and treatment decisions.
5. Patients have the right to make non-emergency decisions regarding their plan of care before and during treatment, as well as to refuse any recommended treatment, therapy or plan of care.
6. Patients have the right to expect that all prescribed medications they receive are safe, accurately dosed, effective and in useable condition, whether received from a physician, hospital, health clinic, retail pharmacy or mail-order pharmacy.
7. Patients have the right to expect that all records, communication, patient counseling by their pharmacists and all related discussions regarding their drug therapy, its effects and side effects will be conducted in a manner that protects their privacy.
8. Patients have the right to expect that their personal data — including all contact information — will not be released by pharmacists, pharmacies or insurance companies to another party to be used in soliciting the purchase of goods or services, whether or not the solicitation is related to their care.
9. Patients have the right to choose the pharmacist and pharmacy provider where their prescriptions are filled and to not be pressured or coerced into transferring their prescriptions to another pharmacy or mail-order service.
10. Patients have the right to file a complaint with the **Texas State Board of Pharmacy** concerning any pharmacist or pharmacy licensed in the State of Texas if they believe that a violation was committed concerning their safety, health, privacy or the confidentiality of their personal information.

The collaborative nature of health care requires that patients or their families be involved in and/or knowledgeable of all aspects of their care. The effectiveness of patient care and patient satisfaction with the course of drug therapy will depend, in part, on patients fulfilling certain responsibilities, including providing complete and accurate information about medications as well as a history of drug and food allergies.