



Patient Rights & Responsibilities

Providing comprehensive pharmacy care to improve outcomes and give patients the care they need and deserve.

Encompass Rx

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We welcome your feedback and invite you to fill out an on-line survey at any time.

Rights

1. The patient shall have a right to participate in a Pharmacy Program at Encompass Rx.
2. The philosophy of the Patient Management Program at Encompass Rx is to be considered a "patient-centered" approach.
3. All PHI shall be shared and maintained in accordance with state and federal laws.
4. The patient shall have the right to speak to a health professional and identify the staff member of the program and their job title, and to speak with the Pharmacist if requested.
5. The patient shall have the right to receive all information regarding the Specialty Pharmacy and Mail Service Programs and any applicable changes or termination of the program.
6. The patient shall have the right to decline participation, revoke consent, or dis-enroll from the PM program.
7. Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible
8. Receive information about the scope of services that the organization will provide and specific limitations on those services
9. Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
10. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
11. Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal and have those complaints properly investigated.
12. Choose a health care provider
13. Receive appropriate care without discrimination in accordance with physician orders
14. Be informed of any financial benefits when referred to an organization
15. Be fully informed of one's responsibilities

Responsibilities

1. The patient/caregiver shall provide accurate documentation/forms, clinical and contact information necessary to participate in the program.
2. The patient/caregiver shall play an active role in the healthcare process and ensure their treating provider is informed of their involvement in the PM program and relay all important clinical information.
3. The patient/caregiver shall submit forms that are necessary to receive services.
4. The patient/caregiver shall provide accurate medical and contact information and any changes.
5. The patient/caregiver shall notify the treating provider of participation in the services provided by the organization.
6. The patient/caregiver shall maintain any equipment provided
7. The patient notifies the organization of any concerns about the care or services provided