

## PHARMACY RIGHTS AND RESPONSIBILITIES

### Pharmacy Rights

- To be treated with respect and dignity.
- To receive timely communications from PharmPix on items affecting pharmacy services.
- To expect reimbursement in timely fashion for covered drug products and services.
- To express a complaint and receive a response within a reasonable amount of time.
- To expect confidentiality of business and credentialing documents.

### Pharmacy Responsibilities

- Comply with laws and regulations, while providing services in a manner compliant with the highest standards.
- Maintain the confidentiality of Members in accordance with HIPPA privacy laws.
- Maintain all materials relating to pricing, contracts, programs, services and business practices of PharmPix as proprietary and confidential.
- Non-discrimination against Members.
- Display all DUR alerts to the dispensing pharmacist; respond to all online edits.
- Take appropriate action regarding suspected adverse drug reactions and errors.
- Inform patients or caregivers about drug recalls.
- Educate consumers and caregivers about the appropriate means to dispose of expired, damaged, and unstable medications.
- Assure that medications and devices are maintained with appropriate temperature, light, and humidity standards during storage and shipment.
- Provide instructions to the patient on storage, dosing, side effects, potential interactions, and use of medication dispensed in accordance with professional practice guidelines.  
Collect from each Member the applicable copayment or coinsurance.
- Maintain credentials for facility and staff in good standing.

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