



**STATEMENT OF CONSUMER RIGHTS AND RESPONSIBILITIES:
PARKVIEW HEALTH SERVICES OF NEW YORK LLC**

Parkview Consumers Can:

- Expect collaboration as appropriate between Parkview and any institutional intermediary or caregiver directly involved in the consumer's pharmacy service.
- Expect to be treated with respect and consideration.
- Obtain relevant and understandable information relating to their medication therapy and treatment.
- Expect competent counseling to help them understand their medications and use them correctly.
- Request information regarding specific drug therapy and any possible adverse side effects and drug interactions.
- Make decisions regarding their care and to refuse a recommended treatment or plan of care after the consequences of refusing treatment are appropriately explained.
- Expect that all communication, discussion, and patient counseling will be conducted so as to protect each patient's privacy.
- Expect the confidentiality of protected patient health information to be respected in accordance with federal and state law.
- Expect that any grievance or complaint can be voiced without discrimination or reprisal.
- Choose any healthcare provider and utilize Parkview's services voluntarily.
- Expect to receive appropriate professional care without discrimination.

Health Care Is A Collaborative Effort And Parkview's Consumers Should Participate In Their Care. Consumers, Or Their Institutional Intermediaries Or Caregivers, Have The Responsibility To:

- Provide Parkview with information regarding their medications, such as a history of drugs and any food or drug allergies.
- Request any information or clarification pertaining to information or instructions provided by Parkview.
- Ensure that the consumer remains under a doctor's care.
- Notify Parkview of any changes in insurance coverage.
- Sign the required agreements and releases for service and insurance billing.
- Provide all requested insurance and financial records.
- Notify Parkview of any problems or dissatisfaction with pharmacy services.