

**Mandell's Clinical Pharmacy**  
**CLIENT/PATIENT HANDOUTS**  
**CLIENT/PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

We believe that all client/patients receiving services from Mandell's Clinical Pharmacy should be informed of their rights. Therefore, you are entitled to:

1. Receive reasonable coordination and continuity of services from the referring physician for fertility medication services.
2. Receive a timely response from Mandell's Clinical Pharmacy when service is needed or requested.
3. Be fully informed in advance about service to be provided and any modifications to the Plan of Service.
4. Participate in the development and periodic revision of the Plan of service.
5. Informed consent and refusal of service after the consequences of refusing service are fully presented.
6. Be informed in advance of the charges, including payment for service expected from third parties and any charges for which the client/patient will be responsible.
7. Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
8. Be able to identify staff members through proper identification.
9. Voice grievances/complaints or recommend changes in policy, staff or service without restraint, interference, coercion, discrimination or reprisal.
10. Choose a health care provider.
11. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information.
12. Be informed on agency's policies and procedures regarding the disclosure of client/patient records.
13. Be informed of any financial benefits when referred to an organization.
14. Receive appropriate service/care without discrimination in accordance with physician orders.
15. Be fully informed of one's responsibilities.
16. Be informed of provider service limitations.
17. Be informed of client/patient rights under state law to formulate advance care directives, if applicable.
18. Be informed of anticipated outcomes of service and of any barriers in outcome achievement.
19. Identify staff members and their job titles, and speak with a supervisor of the staff member is requested.
20. Receive information about the Patient Management Program.
21. Receive administrative information regarding changes in or termination of the Patient Management Program.
22. The right to decline participation, revoke consent or disenroll from the Patient Management Program at any point in time.

**CLIENT/PATIENT RESPONSIBILITIES**

1. Client/patient agrees to use the medication for the purposes so indicated on the physician's prescription.
2. Client /patient agree to promptly report to Mandell's Clinical Pharmacy any discrepancies/shortages/damages within 24 hours of receipt of order, so that replacement can be arranged.
3. Client/patient agrees to notify Mandell's Clinical Pharmacy of any change in customer insurance, address, telephone number or physician.
4. Client/patient agrees to request payment of authorized Medicare, Medicaid, or other private insurance benefits are paid directly to Mandell's Clinical Pharmacy for any services furnished by Mandell's Clinical Pharmacy.
5. Client/patient agrees that Mandell's Clinical Pharmacy shall not insure or be responsible to the client/patient for any personal injury related to any service; including that caused by use or improper use; the act or omission of any other third party, or by any criminal act or activity, war, riot, insurrection, fire or act of God.
6. Client /patient understand that Mandell's Clinical Pharmacy retains the right to refuse delivery of service to any client/patient at any time.
7. Client/patient agrees to request payment of authorized Medicare, Medicaid, or other private insurance benefits are paid directly to Mandell's Clinical Pharmacy for any services furnished by Mandell's Clinical Pharmacy.
8. Client/patient agrees that any legal fees resulting from a disagreement between the parties shall be borne by the unsuccessful party in any legal action taken.
9. Client/patient agrees to provide accurate clinical and contact information; Client/patient agrees to notify the Patient Management Program of changes to this information.
10. Client/patient agrees to notify their treating provider of their participation in the patient management program, if applicable.

When the client/patient is unable to make medical or other decisions, the family should be consulted for direction.

All staff members will understand and be able to discuss the Client Bill of Rights and Responsibilities with the client/patient. Each staff member will receive training and attend an in-service education class on the Client Bill of Rights and Responsibilities, as needed.

In case of emergency contact: Fire, Police, and Ambulance: **911**

Hospital: \_\_\_\_\_ Phone: \_\_\_\_\_  
Home Care Agency: \_\_\_\_\_ Phone: \_\_\_\_\_  
Doctor: \_\_\_\_\_ Phone: \_\_\_\_\_  
Mandell's Clinical Pharmacy.....Phone 877-252-0553

## EMERGENCY PLANNING FOR THE CLIENT/PATIENT

This pamphlet has been provided by Mandell's Clinical Pharmacy to help you plan your actions in case there is a natural disaster where you live. Many areas of the United States are prone to natural disasters like hurricanes, tornadoes, floods, and earthquakes.

Every client/patient receiving services should think about what they would do in the event of an emergency. Our goal is to help you plan so that we can try to provide you with the best, most consistent service we can during the emergency.

### Know What to Expect

If you have recently moved to this area, take the time to find out what types of natural emergencies have occurred in the past, and what types might be expected.

Find out what, if any, time of year these emergencies are more prevalent.

Find out when you should evacuate, and when you shouldn't.

Your local Red Cross, local law enforcement agencies, local news and radio stations usually provide excellent information and tips for planning.

### Know Where to Go

One of the most important pieces of information you should know is the location of the closest emergency shelter.

These shelters are opened to the public during voluntary and mandatory evacuation times. They are usually the safest place for you to go, other than a friend or relative's home in an unaffected area.

### Know What to Take with You

If you are going to a shelter, there will be restrictions on what items you can bring with you. Not all shelters have adequate storage facilities for medications that need refrigeration.

*We recommend that you call ahead and find out which shelter in your area will let you bring your medications and medical supplies, in addition, let them know if you will be using medical equipment that requires an electrical outlet.*

### An Ounce of Prevention...

We would much rather prepare you for an emergency ahead of time than wait until it has happened and then send you the supplies you need.

To do this, we need for you to give us as much information as possible before the emergency. We may ask you for the name and phone number of a close family member, or a close friend or neighbor. We may ask you where you will go if an emergency occurs. Will you go to a shelter, or a relative's home? If your doctor has instructed you to go to a hospital, which one is it?

### Helpful Tips

- Get a cooler and ice or freezer gel-packs to transport your medication.
- Get all of your medication information and teaching modules together and take them with you if you evacuate.
- Pack one week's worth of supplies in a plastic-lined box or waterproof tote bag or tote box. Make sure the seal is watertight.
- Make sure to put antibacterial soap and paper towels into your supply kit.
- If possible, get waterless hand disinfectant from a local store. It comes in very handy if you don't have running water.
- If you are going to a friend or relative's home during evacuation, leave their phone number and address with Mandell's Clinical Pharmacy.
- When you return to your home, contact Mandell's Clinical Pharmacy so we can see what supplies you need.

### For More information

There is much more to know about planning for and surviving during a natural emergency or disaster.

To be ready for an emergency, contact your local American Red Cross or Emergency Management Services agency.

### An Important Reminder!!

*During any emergency situation, if you are unable to contact our company and you are in need of your prescribed medication or supplies, **you must go to the nearest emergency room or other treatment facility for treatment.***