

DIPLOMAT PATIENT'S BILL OF RIGHTS

Section 1

THE PATIENT AND CLIENT HAVE THE RIGHT:

- To be treated with consideration, respect and full recognition of dignity and individuality, including privacy in treatment and care of personal needs without discrimination.
- To be assured confidential treatment of personal and medical records.
- To be fully informed of the current care and any changes made, including termination, regarding the care and treatment to be provided by Diplomat.
- To receive care appropriate to his/her needs in a timely manner.
- To receive prompt response to all reasonable inquiries.
- To be advised, before care is initiated, of the extent to which payment for the organization's services may be expected from Medicare/Medicaid, insurance, or the patient's/client's liability for payment, billing cycles, changes in payment.
- To be informed of any financial benefits when referred to an organization.
- To be informed of any provider limitations.
- To receive prompt response to all reasonable interruption of services.
- To be informed of any rights and responsibilities he/she may have in the process (see Section 2).
- To receive the information necessary to make decisions regarding his/her care.
- To accept or refuse any treatment or services, revoke consent or disenroll at any point in time.
- To a referral if the patient is denied services solely on his/her inability to pay.
- To the identity of the staff member speaking to them and to speak with a supervisor of the staff member if requested.
- To voice grievances and recommend changes in policy, service or staff without fear, reprisal, discrimination or unreasonable interruption of service.
- To appeal decisions made by Diplomat concerning health care. These appeals should be made in writing to the Diplomat Corporate Office.
- To be informed of patient/client rights under state law to formulate an Advance Directive, if applicable.
- To be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of patient/client property.
- To choose a health care provider, including choosing an attending physician, if applicable.

Section 2

ALL DIPLOMAT PATIENTS/CLIENTS HAVE THE RESPONSIBILITY TO:

- Give accurate and complete contact information, health information concerning past illnesses, hospitalizations, medications, allergies and other pertinent items and to notify Diplomat of changes in this information.
- Assist in developing and maintaining a safe environment.
- Participate in the development and update of their care plan.
- Adhere to their developed/updated plan of care.
- Request further information concerning anything they do not understand.
- Give information regarding concerns and problems they have to a Diplomat staff member.
- To inform Diplomat if they are in the hospital.
- To notify their treating provider of their participation with Diplomat.
- To submit any forms that are necessary to participate with Diplomat, to the extent required by law.

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Standards of Care vary from drug class to drug class. Please refer to our Standards of Care plans at diplomat.is/services.