



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 a 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 HIPAA 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.

If you have any questions or wish to have more information regarding this document, you can call us at **787-522-5252 Ext. 219**. Our pharmacists will help you.