



## **PATIENT BILL OF RIGHTS**

1. Patients have the right to considerate and respectful care from every Senderra Rx employee.
2. Patients have the right to receive relevant, accurate, current and understandable information from Senderra Rx pharmacists concerning their treatment and/or drug therapy. This includes the philosophy and characteristics of our patient management program called CarePath™
3. If a patient cannot read the Patient Bill of Rights, Senderra RX will offer to read and give a copy of the Patient Bill of Rights to the patient in a language that the patient understands.
4. Patients have the right to receive administrative information regarding changes in or termination of CarePath™, and also have the right to decline participation, revoke consent, or dis-enroll in the program at any time.
5. Patients have the right to receive complete and accurate information from Senderra Rx including information about our patient management program.
6. Patients have the right to speak with a healthcare professional regarding the reason for their treatment and/or drug therapy, the proper use and storage of prescribed medications and the possible adverse side effects and interactions with other drugs, supplements or foods.
7. Patients have a right to receive effective counseling and education from Senderra Rx pharmacists that empowers them to take an active role in their health condition and treatment decisions.
8. Patients have the right to the identity and job title of the staff member they are communicating with, and the right to speak to a supervisor of the staff member if requested.
9. Patients have the right to make non-emergency decisions regarding their treatment, before and during treatment, as well as to refuse any recommended treatment, therapy, or plan of care.
10. Patients have the right to expect that all prescribed medications they receive are safe, accurately dosed, effective, and in useable condition.
11. Patients have the right to expect that all records, communication, and patient counseling by Senderra Rx pharmacists and all related discussions regarding their drug therapy and its effects and side effects will be conducted in a manner that protects their privacy in accordance with state and federal law.
12. Patients have the right to expect that their personal data will not be released by Senderra Rx to another party to be used in soliciting the purchase of goods or services, whether or not the solicitation is related to their care.
13. Patients have the right to choose the pharmacy provider where their prescriptions are filled and to not be pressured or coerced into transferring their prescriptions to another pharmacy.
14. Patients have the right to receive appropriate care without discrimination in accordance with the physician's orders.
15. Patients have the right to receive information about the scope of services that Senderra Rx will provide and specific limitations on those services.
16. Patients have the right to notify the pharmacy regarding any patient dissatisfaction.

For more information about Senderra RX Partners, LLC please visit [www.senderrarx.com](http://www.senderrarx.com)



- a. Patients may file a complaint or grievance directly with Director of Pharmacy Operations at [pharmacy@SenderraRx.com](mailto:pharmacy@SenderraRx.com) or by calling (888) 777-5547 Ext. 1203. Patients may leave a message after hours and Senderra Rx will return the call within 24 hours.
- b. Senderra Rx will begin to review the patient’s complaint or grievance within 72 hours.
- c. Within 14 days after the notification of the patient’s complaint or grievance, Senderra Rx will notify the patient via phone or email with the resolution.
- d. In the event patients are dissatisfied with the resolution, patients may call their respective State Board of Pharmacy, TX or NC State Board of Pharmacy or URAC or ACHC accrediting bodies.

<b>North Carolina Board of Pharmacy</b>	<b>Texas State Board of Pharmacy</b>	<b>Utilization Review Accreditation Commission (URAC)</b>	<b>Accreditation Commission for Health Care, Inc. (ACHC)</b>
6015 Farrington Rd # 201 Chapel Hill, NC 27517 (919) 246-1050 <a href="http://www.ncbop.org">www.ncbop.org</a>	William P. Hobby Building, Tower 3 Suite 600 333 Guadalupe Street Austin, Texas 78701 <a href="http://www.tsbp.state.tx.us">http://www.tsbp.state.tx.us</a> 512-305-8000 (toll-free) 800-821-3205	1220 L Street NW, Suite 400  Washington, DC 20005 202-206-9010	139 Weston Oaks Court  Cary, NC 27513 (toll free) 855-937-2242 (local) 919-785-1214 (fax) 919-785-3011 M-F 8am- 5pm ET

17. Patients have the following responsibilities:

- a. To submit any forms that are necessary to participate in CarePath™ to the extent required by law.
- b. To give accurate clinical and contact information and to notify those Senderra Rx staff members the patient is in communication with of changes in this information.
- c. To notify the treating provider of their participation in the Senderra Rx CarePath™ program, if applicable.

**Detach and return the following acknowledgement**

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Patient Bill of Rights Acknowledgement

Acknowledgement of receipt: \_\_\_\_\_  
 Patient Name (print) \_\_\_\_\_ Patient Signature \_\_\_\_\_ Date \_\_\_\_\_  
 RX# \_\_\_\_\_ Date of birth: \_\_\_\_\_

Please return to: Senderra RX Partners                      Email: [forms@senderrarx.com](mailto:forms@senderrarx.com)  
 9330 LBJ Freeway, Suite 1300  
 Dallas, TX 75243    Fax: 972-234-1832

For more information about Senderra RX Partners, LLC please visit [www.senderrarx.com](http://www.senderrarx.com)  
 This form is available electronically at [www.senderrarx.com](http://www.senderrarx.com).