

Northwestern Medicine Specialty Pharmacy

Your Rights and Responsibilities as Our Patient

Upon enrollment of an eligible *patient*, the *patient management program* conveys information on rights and responsibilities to participating *patients* including:

- The right to know about philosophy and characteristics of the *patient management program*;
- The right to have *personal health information* shared with the *patient management program* only in accordance with state and federal law;
- The right to identify the program's *staff* members, including their job title, and to speak with a *staff* member's supervisor if requested;
- The right to speak with a *health professional*;
- The right to receive information about the *patient management program*;
- The right to receive administrative information regarding changes, in or termination of, the *patient management program*;
- The right to decline participation, revoke consent, or dis-enroll at any point in time;
- The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law;
- The responsibility to give accurate clinical and contact information, and to notify the *patient management program* of changes in this information;
- The responsibility to notify their treating provider of their participation in the *patient management program*, if applicable;
- The responsibility to meet all financial obligations you have agreed to with our pharmacy including out-of-pockets costs such as deductibles, co-pays, and co-insurance.

In keeping with our Patients First philosophy, and in compliance with the law, Northwestern medicine provides the opportunity for all patients to express their concerns about the quality of care, language assistance services, or other concerns through a grievance mechanism. This department has established a process for the prompt investigation and resolution of patient grievances. First we encourage you to share your concerns with your providers so that they can assist you in resolving your concerns. The patient or representative may also contact the Patient Relations Department in person or by calling to file a grievance.

Northwestern Medicine Specialty Pharmacy

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