



Patient Information Handout

Types of services available with Physicians East, DBA Pharmacy East

- 1) Dispensing of specialty medications
- 2) Benefit investigation to determine service eligibility and obligations
- 3) Ability to bill and collect from patient insurance for specialty pharmacy service
- 4) Financial counseling regarding prescribed therapy when warranted
- 5) Lab/Drug interaction monitoring
- 6) Cost containment strategies
- 7) Patient assistance program access
- 8) Counseling on new drugs
- 9) Compliance monitoring
- 10) Therapeutic response monitoring

Patients' rights and responsibilities

Physicians East, DBA Pharmacy East customers have a right to be notified in writing of their rights and obligations before care/service is begun. If the patient cannot read the statement of rights and responsibilities, it shall be given to the patient in a language they can understand. Pharmacy East has an obligation to protect and promote the rights of their customers to care, treatment and services within their capability and mission, and in compliance with applicable laws, regulations, and standards, including the following:

Patients have the right to

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- Be informed, in advance of care/service being provided and their financial responsibility
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of client/patient rights under state law to formulate an advanced directive, if applicable
- Have one's property and person treated with respect, consideration and recognition of client/patient dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel or care/service without restraint, interference, coercion, discrimination or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities

Patient responsibilities

- Adhere to the plan of treatment or service established by your physician
- Adhere to the company's policies and procedures
- Submit any forms that are necessary to participate in the program, to the extent required by law
- Participate in the development of an effective plan of care/treatment/services
- Provide - to the best of your knowledge - accurate and complete medical and personal information necessary to plan and provide care/services
- Provide any necessary forms and documentation needed to participate in patient management programs, to the extent required by law
- Ask questions about your care, treatment and/or services, or to have clarification on any instructions provided by company representatives
- Communicate any information, concerns and/or questions related to perceived risks in your services, and unexpected changes in your condition
- Be available at the time deliveries are made
- Notify the company if you are going to be unavailable
- Treat company personnel with respect and dignity without discrimination as to color, religion, sex or national or ethnic origin
- Care for, store and safely use medications for the purposes they were prescribed and only for/on the individual for whom they were prescribed
- Communicate any concerns about your/caregiver's/family member's ability to follow instructions or use the equipment provided
- The company should be notified of any changes in your physical condition, physician's prescription or insurance coverage; notify the company immediately of any address or telephone changes whether temporary or permanent

Grievances and complaints

- You have the right to raise complaints with Pharmacy East verbally or in writing by contacting any one of the parties below:
 - Pharmacy East: Pharmacist in Charge: (252) 413-6208
 - Physicians East – Compliance Officer: (252) 413-6648
 - North Carolina Board of Pharmacy: (919) 246-1050
 - ACHC – Credentialing Organization: (855) 937-2242

General information and contact information

Pharmacy East
(252) 413-6208
1850 West Arlington Boulevard
Suite 100-Main
Greenville, NC 27834

Hours of in-clinic operations:
Monday – Friday
8 a.m. – 5:30 p.m.

After hours and holiday call information:
(252) 413-6208

In cases of non-medical emergencies and disasters

During episodes of natural or man-made disasters, call information to coordinate continuation of care:
(252) 413-6208