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## Thank you for choosing Banner Family Pharmacy – Specialty for your special medicine needs.

We know some medicines not only call for special care and handling, you also need expert advice from Specialty Clinical Pharmacists who are focused on helping you with your treatment goals.

With Banner Family Pharmacy – Specialty you have a partner. We offer free shipping of your medicines, a refill reminder service and access to therapy management programs. These programs are designed to ensure that you get the most from your medications. While not all therapies will work 100% of the time, we will follow your treatment and help you and your doctor find an alternative, when possible, if your medication or treatment program is not meeting your goals.

You will also get help from patient advocates who can help you with insurance and other programs to help pay for your prescriptions. While not all patients are able to receive financial help due to income or insurance type, we will work hard to find the best resources to help you.

Although there are many benefits, enrolling does not guarantee clinical outcomes. We provide services in Arizona, Colorado, Nebraska, Nevada, New Mexico, Utah, and Wyoming.

For more information:

Contact us during business hours to speak with a staff member. Our contact information is in the card attached to this welcome packet.

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Visit our website [BannerHealth.com\specialtypharmacy](https://BannerHealth.com/specialtypharmacy) for more information.

Our business hours vary by location. If you have an urgent request outside of our business hours, you can still call us and someone will help you 24 hours a day, 7 days a week.

# Banner Specialty Pharmacy Patient Rights and Responsibilities

## You have these rights and responsibilities taking part in our specialty patient management program:

- You have the right to receive information about the patient management program.
- You have the right to know about the purpose and structure of our specialty patient management program, including any changes. If a patient management program closes, you have a right to receive information about the closure.
- You have the right to receive information about Banner's responsibilities under HIPAA. This is your right to have your private health information shared with the program only as needed, and in line with state and federal laws.
- You have the right to know the patient management program's staff members by name and job title, such as your Clinical Pharmacist, and your Pharmacy Patient Advocate.
- You have the right to speak with a staff member's supervisor or other healthcare staff when you request it.
- You have the right to stop taking part, or opt out, of the patient management program at any time.
- You have the right to know in advance about services we provide.
- You have the right to know in advance about your financial responsibility.
- You have the right to have you and your property treated with respect, consideration, and recognition of your dignity and individuality.
- You have the right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- You have the right to be able to voice grievances/complaints about 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.
- You have the right to choose a health care provider.
- You have the right to receive appropriate care/service, without discrimination, per your physician orders.
- You have the right to learn about any financial benefits when referred to the pharmacy.
- You have the right to know about the services that we provide as well as any modifications to the plan of care.
- You have the right to be able to identify personnel through proper identification.
- You have a responsibility to turn in any forms that we need from you to take part in the program, as required under law.
- You have a responsibility to give truthful health information and up-to-date contact information.
- You have a responsibility to tell our staff of any changes to your contact information.
- You have a responsibility to tell your doctor that you are taking part in the specialty patient management program.

## Process for Complaints and Grievances

It is our goal to research any complaint and respond with a resolution to you or your doctor within 5 business days.

If the original staff member handling the complaint is not able to resolve it, they may escalate as appropriate.

The best way to relay the resolution is by calling us, unless you request resolution in writing.

If we cannot resolve the issue, or if you prefer not to contact us, you may also contact the Arizona State Board of Pharmacy for complaints at their phone number: 602.771.2727 Monday- Friday from 8:00 am- 5:00 PM MST. Or contact your State Board of Pharmacy, which you can find at <https://nabp.pharmacy/about/boards-of-pharmacy/>

You may also call the Accreditation Commission for Health Care at: 855.937.2242

**Welcome to Banner Family Pharmacy – Specialty.**  
**It is our pleasure to serve you.**