



Patient Specialty Pharmacy Bill of Rights

1. Patients have the right to considerate and respectful care from every Avella employee.
2. Patients have the right to receive relevant, accurate, current and understandable information from Avella pharmacists concerning their treatment and/or drug therapy.
3. Patients have the right to receive complete and accurate information from Avella pharmacists 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.
4. Patients have a right to receive effective counseling and education from Avella pharmacists that empowers them to take an active role their health condition and treatment decisions.
5. 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.
6. Patients have the right to expect that all prescribed medications they receive are safe, accurately dosed, effective and in useable condition.
7. Patients have the right to expect that all records, communication, patient counseling by Avella pharmacists and all related discussions regarding their drug therapy, its effects and side effects will be conducted in a manner that protects their privacy.
8. Patients have the right to expect that their personal data will not be released by Avella to another party to be used in soliciting the purchase of goods or services, whether or not the solicitation is related to their care.
9. Patients have the right to choose the pharmacist and pharmacy provider where their prescriptions are filled and to not be pressured or coerced into transferring their prescriptions to another pharmacy.
10. Patients have the right to notify the pharmacy regarding any patient dissatisfaction. In the event patients are not satisfied with the pharmacy's response, patients may file a complaint directly with Avella's Quality Assurance department at qa@avella.com or by calling **(877) 546-5779**. In the event patients are dissatisfied with the resolution, patients may call your State Board of Pharmacy.