



## Patient Bill of Rights

We're here to provide you with high-quality, professional healthcare that is warm and caring.

As your healthcare provider, we commit to:

- Taking the time to listen to your needs and conduct a thorough exam
- Offering you a choice for your healthcare and pharmacy needs
- Treating you with dignity and respect for your personal needs, beliefs and preferences
- Providing treatment and medical services without discrimination based on race, color, age, religion, national origin, sex, sexual preference, disability, diagnosis, ability to pay, or source of payment
- Honoring your privacy and securing the confidentiality of your health information
- Providing you with a diagnosis and treatment plan that is easy to understand and communicated in a way that meets your needs
- Involving you in decisions about your health
- Respecting your right to refuse treatment or services, including research and experimental
- Supporting your pain management needs
- Giving you information about advanced directives, if you request it

As our patient, we ask that you commit to:

- Providing us with complete and accurate information about your health, medications and allergies
- Asking questions and making sure that you understand your diagnosis and treatment plan
- Following the recommendations and advice outlined in your treatment plan
- Meeting your financial obligations for charges not covered by insurance
- Being responsible should you refuse treatment or not follow the medical advice given
- Treating our healthcare providers, staff and other patients with consideration and respect

These commitments apply to our patients and/or their decision-makers.

Our goal is to provide you with a great healthcare experience.  
If you have any compliments, suggestions or concerns to share with us,  
please call 855-WALGREENS (855-925-4733).