

Dear Valued Patient,

Thank you for your recent order. Your Walgreens pharmacy shipped this medication to you. Walgreens will use the information you provided to bill your insurance. If you have additional out-of-pocket costs, Walgreens will call to let you know.

A copy of the “Client’s Bill of Rights and Responsibilities” is enclosed for your records.

Your prescription plan’s formulary, benefit design or payment programs, such as generic drug substitution, may affect your drug therapy. We will work with you, your doctor and health plan to find the best solution for you.

We offer the Walgreens Connected Care® program at no cost to you. A specially trained pharmacist will call you to talk about your condition and treatment plan. The pharmacist will help you with any issues that get in the way of your medication therapy.

Walgreens Pharmacy is here for you 24/7. We can help you place an order or help with an emergency medication need. Please let us know if you have questions about the enclosed documents or any other concerns. You can reach us toll free at 888-782-8443.

Thank you for the opportunity to serve you.

Sincerely,

Your Walgreens pharmacy team

Client's Bill of Rights and Responsibilities

As a client of Walgreens, you have the right to:

- Be fully informed in advance about service/care to be provided, as well as any modifications to the care/service plan.
- Participate in the development and periodic revision of the plan of care/service.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which you will be responsible.
- Voice grievances or complaints regarding treatment or care, or recommended changes in policy, staff, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Choose a healthcare provider.
- Have grievances or complaints regarding treatment or care that is (or fails to be) furnished investigated.
- Expect confidentiality and privacy of all information related to your care, as required by law.
- Be advised on Walgreens Specialty Pharmacy's Notice of Privacy Practices regarding the disclosure of clinical records.
- Receive appropriate care without discrimination in accordance with physician orders.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of your responsibilities.
- Receive information about the scope of services that Walgreens Specialty Pharmacy will provide and specific limitations on those services.
- Be informed of anticipated outcomes of care and of any barriers in outcome achievement, as applicable to the service provided. Be able to identify the staff member with whom you communicate and their job title, and have the right to speak with a pharmacist or supervisor of the staff member if requested.
- To know about philosophy and characteristics of the patient management program.
- To have personal health information shared with the patient management program only in accordance with state and federal law.
- To identify the staff member of the program and their job title, and to speak with a supervisor of the staff member if requested.
- The right to speak with a healthcare professional, such as a pharmacist.
- To receive information about the patient management program.
- To receive administrative information regarding changes in or termination of the patient management program.
- To decline participation, revoke consent or become unenrolled at any point in time.

As a client of Walgreens, you have the responsibility to:

- Remain under a doctor's care while receiving services.
- Provide the pharmacy with a complete and accurate health history.
- Notify the pharmacy of any changes in insurance coverage.
- Provide all requested insurance and financial records.
- Sign the required agreements and releases for service and insurance billing.
- Participate in your care plan by asking questions and following instructions.
- Accept the consequences for any refusal of treatment or choice of noncompliance.
- Provide a safe home environment in which your care can be given.
- Cooperate with your doctor and other caregivers.
- Assume responsibility for damaged, lost, or unreturned home medical equipment once in your possession.
- Notify the pharmacy of any problems or dissatisfaction with care.
- To submit any forms that is necessary to participate in the program, to the extent required by law.
- To give accurate clinical and contact information and to notify the Connected Care patient management program of changes in this information.
- To notify their treating provider of their participation in the Connected Care patient management program, if applicable.

Additional Information

- Access to Medications
 - When medications are not available at our pharmacy, your insurance has changed, or our pharmacy is no longer in your prescription coverage network, we will discuss options with you. Generally, this will involve transferring your prescription to our Walgreens Central Fill Specialty pharmacy or one within your prescription coverage network that is able to dispense the medication. You will be notified by a pharmacy team member of the transfer and will be provided with the name and phone number of the pharmacy.
- Medication Access during Emergencies
 - We have a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire at our facility, chemical spills in the community, hurricanes, tornadoes and community evacuations. Our primary goal is to continue to service your pharmacy needs. Please contact us regarding any medications you may require when there is a threat of disaster or inclement weather so that you have enough medications to sustain you. In the event of a disaster at our location you will be contacted and services through another Walgreens Pharmacy to ensure access to your medication.
- Drug Substitution Protocols
 - From time to time it is necessary to substitute generic drugs for brand name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made a member of the specialty pharmacy staff will contact you prior to shipping the medication to inform you of the substitution.
- Evidence-Based Health Information
 - Our clinical staff members have access to clinical content for common conditions, diagnoses, treatment diagnostics and clinical inventions to better help you manage your condition throughout your therapy.
- Drug Recalls
 - In the event of a drug recall, that affects medications you are receiving from our pharmacy, you will be contact by a pharmacy team member and provide with instructions on how to proceed.
- Proper Disposal of unused Medications
 - For instructions on how to properly dispose of unused medications please contact our pharmacy for instructions or go to the below FDA or DEA websites for information and instructions.
 - <http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>
 - <https://www.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e1s1>
 - http://www.deadiversion.usdoj.gov/drug_disposal/index.html