

- ♦ *The right to receive written information about rights in advance of receiving care or during the initiation of treatment, including what to do if rights are violated.*
 - ♦ *The provider must advise the recipient of the right to participate in planning the care of treatment.*
 - ♦ *The right to be told in advance of receiving care about the services that will be provided, the frequency of visits, other choices that are available, and the consequences if these choices, including the consequences of refusing services.*
 - ♦ *The right to be told in advance of any change in the plan of care and to take an active part in any change and planning before any change is made.*
 - ♦ *The right to refuse services or treatment.*
 - ♦ *The right to formulate a health care directive.*
 - ♦ *The right to know, in advance, any limits to the services available from a provider, and the providers grounds for termination of services.*
 - ♦ *The right to know what the charges are for services, regardless of who will pay the bill.*
 - ♦ *The right to know that there may other services available in the community, including other providers, and to know where to go for information.*
 - ♦ *The right to choose freely among available providers and to change providers after services have begun, within the limits of health insurance, medical assistance, or other health programs.*
 - ♦ *The right to have personal, financial, and medical information kept private, and to be advised of the providers policies and procedure regarding disclosure of such information.*
 - ♦ *The right to be allowed to access records and written information from records in accordance with section 144.355.*
 - ♦ *The right to be served by people who are properly trained and competent to perform their duties, The right to ask and be shown proper identification from any healthcare member entering your home.*
 - ♦ *The right to be treated with courtesy and respect, and to have the patient's property treated with respect.*
 - ♦ *The right to be free from physical and verbal abuse.*
 - ♦ *The right to reasonable, advance notice of changes in services or charges.*
 - ♦ *The right to a coordinated transfer when there will be a change in the provider of services.*
 - ♦ *The right to voice grievances regarding treatment or care that is, or fails to be, furnished, or regarding the lack of courtesy or respect to the patient or the patient's property.*
 - ♦ *The right to know how to contact an individual associated with the provider who is responsible for handling problems and to have the provider investigate and attempt to resolve the grievance or complaint. The provider shall document in writing all complaints, as well as document, in writing, any resolution of the complaint against anyone furnishing services on behalf of the provider.*
 - ♦ *The right to know the name and address of the state or county agency to contact for additional information or assistance.*
 - ♦ *The right to assert these rights personally, or have them asserted by the patient's family or guardian when the patient has been judged incompetent, without retaliation.*
 - ♦ *The right to be involved in discussing or resolving conflicts or ethical issues in regard to your care.*
- A provider may not require a person to surrender these rights as a condition of receiving services. A guardian or conservator or, when there is not a guardian or conservator, a designated person may seek to enforce these rights.**
- As your long term care pharmacy provider, we strive to provide quality services. If you need assistance, have questions, or a complaint, please contact us at:**

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