

*The staff of Merwin LTC Pharmacy strive to provide the best care possible to patients and their families. To assist us in that care, we have identified several areas of responsibility for patients and their families to enable the staff to effectively manage each individual's plan of care. Together, we can accomplish the goals for effective long term care pharmaceutical services. All patients of Merwin LTC Pharmacies or their families possess responsibilities. These include the responsibility to:*

- 1. Remain under a doctor's care while receiving services from us, report any unexpected changes in health status to doctor, and keep Merwins informed of physician visits and/or changes in the prescribed care.*
- 2. Provide Merwins with all requested insurance and financial information, and notifications of additions or changes in insurance coverage. Sign the required consents and releases for insurance billing or have a designated authorized representative sign for the patient.*
- 3. The patient and/or family is responsible for participating in the development of the plan of care and subsequent changes, including participation in your care by asking questions and expressing concerns.*
- 4. The patient and/or family is responsible for assisting in the provision of a safe environment in which care can be given in so much as he/she is able. This includes a safe environment for the patient's care as well as Merwin staff during the provision of this care.*
- 5. The patient and/or family has the responsibility to notify Merwins when scheduled visits cannot be kept.*
- 6. The patient and/or family has the responsibility to properly care for and follow instructions in regards to services. Notify Merwins if there are questions or problems with services.*
- 7. The patient and/or family has the responsibility for supplying accurate and complete information regarding past illness, hospitalizations, medications, documentation of health care directives, and other matters related to his/her health is so much as possible.*
- 8. Follow instructions given by health care team, according to the plan of care. The patient and/or family is responsible for his/her actions if the plan is not followed, including any responsibility for any refusal of treatment.*
- 9. The patient and/or family is responsible to express concerns about the course of treatment or ability to comply if not understood or cannot be followed.*
- 10. Abide by Merwin policies that restrict duties our staff may perform.*
- 11. Advise Merwin management of any dissatisfaction or problem with your care.*