



Thank you for choosing Banner Family Pharmacy – Specialty for your special medicine needs.

We know some medicines not only call for special care and handling, you also need expert advice from Specialty Clinical Pharmacists who are focused on helping you with your treatment goals.

With Banner Family Pharmacy – Specialty you have a partner. We offer free shipping of your medicines, a refill reminder service and access to therapy management programs. These programs are designed to ensure that you get the most from your medications. While not all therapies will work 100% of the time, we will follow your treatment and help you and your doctor find an alternative, when possible, if your medication or treatment program is not meeting your goals.

You will also get the support of patient advocates who can help you with insurance and other assistance programs to pay for your prescriptions. While not all of our patients are able to receive financial assistance due to income or insurance type, we will work hard to ensure that we seek the best resources on your behalf.

Although there are many benefits, enrolling does not guarantee clinical outcomes.

Banner Family Pharmacy - Chandler provides pharmacy services to the following geographic areas: Arizona, Colorado, Nebraska, Nevada, New Mexico, Utah and Wyoming.

For more information:

Contact your specialty pharmacy during business hours to speak with a Specialty Clinical Pharmacist or Pharmacy Patient Advocate. Visit our website [BannerHealth.com\specialtypharmacy](https://BannerHealth.com/specialtypharmacy) for more information.

Our business hours vary by location. If you have an urgent request outside of our business hours, you can indicate that you would like to speak with someone about your specialty medication, and the call will be transferred to someone who can help you 24 hours a day, 7 days a week.

For grievance/complaints, you may call the Accreditation Commission for Health Care at the following phone number: 855.937.2242.

Banner Specialty Pharmacy Patient Rights and Responsibilities

You have these rights and responsibilities taking part in our specialty patient management program:

- You have the right to receive information about the patient management program.
- You have the right to know about the purpose and structure of our specialty patient management program, including any changes that are made. If a patient management program is closed, you have a right to receive information about the closure.
- You have the right to receive information about Banner's responsibilities under HIPAA. This is your right to have your private health information shared with the program only as needed, and in line with state and federal laws.
- You have the right to know the patient management program's staff members by name and job title, such as your Clinical Pharmacist, and your Pharmacy Patient Advocate. You have the right to speak with a staff member's supervisor or other healthcare staff when you request it.
- You have the right to stop taking part, or opt out, of the patient management program at any time.
- You have a responsibility to turn in any forms that are needed to take part in the program, as required under law.
- You have a responsibility to give truthful health information and up-to-date contact information, and to tell the program staff at Banner Family Pharmacy - Specialty Care of any changes to your contact information.
- You have a responsibility to tell your doctor that you are taking part in the specialty patient management program.
- You have the right to be informed in advance of care/service being provided and one's financial responsibility.
- You have the right to have you and your property treated with respect, consideration, and recognition of patient dignity and individuality.
- You have the right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- You have the right to be able to voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- You have the right to choose a health care provider.
- You have the right to receive appropriate care/service, without discrimination, in accordance with physician orders, if applicable.
- You have the right to be informed of any financial benefits when referred to the pharmacy.
- You have the right to be fully informed of the care/service to be provided as well as any modifications to the plan of care.
- You have the right to be able to identify personnel through proper identification.

**Welcome to Banner Family Pharmacy – Specialty.
It is our pleasure to serve you.**