

# Welcome to Our Pharmacy

## Thank you for including us on your health care team!

We can work together to reach goals related to your medications and your health. Please don't hesitate to ask questions anytime. We're here to help.

### Our Commitments to Our Patients



We value your health, safety, and privacy and will strive to consistently provide high-quality care.



We communicate with respect, compassion, and honesty and make the pharmacy welcoming to all.



We will give each prescription and patient the time and attention required while avoiding undue delay.



We commit to following all laws to keep our patients and community safe and establish policies to provide compliant, consistent, and fair service.



We collaborate with you, your health care team, and insurance providers to improve your health care.

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## Our Requests of Our Patients

**Communication:** Open communication helps us provide better care. Please share any information that affects your prescriptions or your health.

**Courtesy:** Please treat our staff and other patients with respect at all times.

**Patience:** Unforeseen issues with prescriptions or insurance are often unavoidable. We appreciate your patience when delays occur.



## Information We Might Ask For

**Names:** If you change your name, use a nickname, or go by multiple names, let us know so we can accurately dispense your medications.

**Contact information:** Being able to reach you or someone close to you ensures we can communicate effectively about your medications.

**Medical information:** Detailed information about your health, allergies, medications, and other products you take helps us keep you safe.

**Insurance:** Prescription and medical insurance might be on the same card or different cards. Look for terms like ID, Bin, PCN, and Group for prescription coverage.

**Social Security Number and photo ID:** Extra reporting and security are required by law for some medications. Let us know if you do not have an ID or SSN.