

- Be respectful to the pharmacist and all other pharmacy employees.

Focus Questions:

- What should I tell my pharmacist so I can avoid harmful interactions or adverse drug reactions?
- Does my pharmacist need to know what type of herbal supplements I take?
- What information should I expect to receive when I am counseled by a pharmacist?
- Should I discontinue taking medication because I am beginning to feel better?
- Can the way I store my medication affects how it works?
- Should I share my medication with other family members who have the same symptoms or illness?
- Where can I submit complaints or voice concerns about pharmaceutical matters?



**Do you have a complaint
about your rights being
violated?
If yes, complaints can be
submitted to:**

**Chief of Drugs and
Pharmaceutical Services**
Ministry of Health and Social Development
3rd Floor, Union Building



1 (284) 468 9850



grwheatley-smith@gov.vg



PATIENT BILL OF RIGHTS

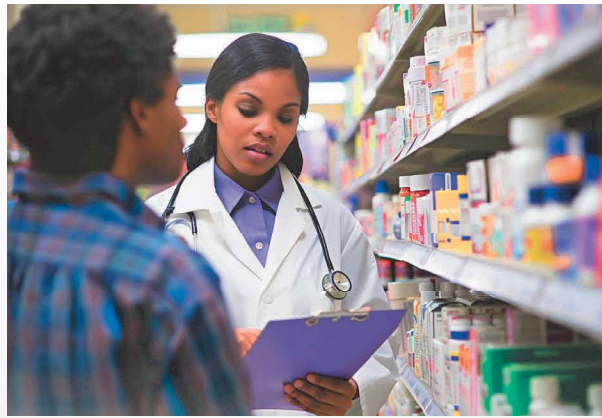


Patients can:

- Expect qualified pharmacists who are registered by the BVI Allied Health Professionals Council to work in the Virgin Islands to dispense their medications and counsel them on how to use them to obtain optimal therapeutic outcome;
- Expect patient-pharmacist confidentiality about their pharmaceutical care;
- Expect the right to be treated with dignity while accessing pharmaceutical care;
- Expect to be dispensed safe and efficacious medication;
- Expect to be counseled or be fully informed about the medication that they are taking to assist in the best use of the medication. Such information must include– name and strength of your medication, common side-effects, length of therapy, drug-drug interaction, drug-food interaction, drug-herb interaction and proper storage of the medication;
- Ask the pharmacist questions and receive correct answers about their medication and pharmaceutical care;
- Expect equitable service regardless of race, sex, age, ethnicity, national origin,

religion, disability, disease state or source of payment;

- File a compliant, grievance and appeal. Patients have the right to receive timely information and explanations regarding drug coverage limitations, including explanation of decision rationale and procedures for appealing decisions.



Patients are to:

- Become more informed about their medicine therapy, including the limitation and risks;
- Disclose to the best of their knowledge, accurate and complete information to their physician and pharmacist relevant information that is necessary for appropriate selection of therapy options including health status, lifestyle, current and past medications, allergies and other medical and alternative therapies;

- Keep track of the names of all the medicines they take including over the counter medicines and herbal supplements;
- Pay for medication if charged;
- Participate in their care plan by asking questions and following instructions;
- Accept the consequences of any refusal of treatment or choice of non-compliance.
- Respect other patients by turning off cell phones or putting them on vibrate so they can concentrate on their counseling session.
- Not answer their cell phone while at the dispensing window, as this distracts the pharmacist from imparting vital information to you, and this may result in medication errors and delays the service to other waiting patients;
- Respect the safety and privacy of other patients and healthcare professionals;
- Have the responsibility to implement healthy lifestyle habits that complement safe and effective use of the drug therapy. Some examples are, adherence to medicine therapy, observance of dietary and alcohol limitations that may be necessary to achieve optimal therapeutic benefit;