



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Policy and Procedure

I. POLICY DESCRIPTION

Title:	Patient Bill of Rights and Responsibilities (Addendum to PHS-GEN-001)		
Policy Number:	PHS-GEN-002		
Effective Date:	August 13, 2025	Version:	2
Department:	Compliance Compliance@vytlone.com	Classification:	Public

II. PURPOSE AND SCOPE

Purpose:	To enumerate rights and responsibilities of VytlOne's pharmacy patients.
Scope:	This policy addendum applies to staff within the Pharmacy Services department and is to be used in conjunction with the policy PHS-GEN-001 Pharmacy Patient Non-discrimination and Rights.

III. DEFINITIONS

Patient Management Program (PMP)	A structured and coordinated approach to pharmacy care designed to improve the management of patients with chronic or complex conditions. This program aims to enhance the quality of care, improve patient outcomes, and optimize the use of pharmacy care resources.
Pharmacy Management System	A software platform (such as GuardianRx, CPR+, CareTend, etc.) that directs the prescription filling process, manages inventory, processes claims, and ensures compliance with regulatory requirements. It supports features like real-time eligibility checks, e-prescribing, drug utilization review, and medication safety alerts, while integrating patient records and enabling efficient workflow management for accurate and timely dispensing.
Specialty Pharmacy Clinical Platform	A software platform (such as Asembia1 or CareTend) used to manage patient data, track medication adherence, support therapy management, and streamline clinical workflows, while enabling initial and ongoing patient assessments, care plans, prescriber collaboration, and regulatory and accreditation compliance.
VytlOne or Company	"VytlOne" or "Company" means Maxor National Pharmacy Services, LLC, doing business as (DBA) VytlOne, and all subsidiaries and affiliates thereunder.

IV. POLICY

1) Patient Rights

- a) This document is an addendum to policy PHS-GEN-001 Pharmacy Patient Non-Discrimination and Rights.

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- b) VytOne recognizes that patients have inherent rights and that these rights should be communicated upon the initiation of provision of pharmacy services.
- c) Patients who feel their rights have not been respected, or who have questions or concerns, should talk to the Pharmacist-In-Charge.

2) Patient Responsibilities

- a) VytOne recognizes the important role that patients play in contributing to the success of their care plan. For this reason, patients and their families have responsibilities while under the care of VytOne in order to facilitate the provision of safe, high-quality health care for themselves and others.

3) Patient Rights and Responsibilities (Appendix A) shall be provided to, and expected from, patients or legally authorized individuals.

V. PROCEDURE

- 1) Upon enrollment into the pharmacy's PMP, a staff member discusses with the patient, patient's caregiver and/or other responsible party contents of the Welcome Packet. Pharmacy staff will document patient receipt and understanding of the information in the Pharmacy Management System and/or Specialty Pharmacy Clinical Platform. Patient rights and responsibilities are included in the Welcome Packet which is provided to all specialty pharmacy patients upon initial fill. [PM 3-1 a, b] [DRX2-1A]
- 2) Pharmacy staff will understand and be able to discuss patient rights and responsibilities with the patient and caregiver. Employees will be trained on rights and responsibilities upon hire and annually thereafter. [DRX2-2A]

VI. REFERENCES

Accreditation:

URAC 5.0 SP: PM 3-1

ACHC AIC, IRX, SRX, SRX ONLY: DRX2-1A, DRX2-2A, DRX2-2A.01, DRX2-2B, DRX2-3A, DRX2-4A, DRX2-5A, DRX2-6A, DRX3-4B, DRX5-4A

Associated Resource(s):

Welcome Packet

Policy:

PHS-GEN-001 Pharmacy Patient Non-Discrimination and Rights

VII. REVISION HISTORY

Version Number	Changes (Summary)	Owner(s)	Approver(s)	Date Approved
2	Removed redundant language in Appendix A	Kristen Wolf, Director of Pharmacy Compliance and Quality	Tim Slowey, VP Pharmacy Compliance	December 18, 2025
0-1	Available on M: Drive			

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VIII. COMPLIANCE AND ETHICS PROGRAM DETAILS

Compliance and Ethics Reporting	VytlOne has several channels for reporting compliance issues, including two that provide for anonymity. We can report these matters to our supervisor or our chain of command, to HR, or to compliance@VytlOne.com . To report anonymously, call 844-362-5918 or go online at VytlOne.ethicspoint.com . The hotline is available 365 days per year and 24 hours per day. A third-party staffs the hotline so you can be assured that your anonymity will be protected. If you make an anonymous report, you can receive a PIN to use to communicate further regarding your concern while protecting your identity.
Non-Retaliation	VytlOne does not permit retaliation against those who report a concern in good faith or who cooperate with an internal or government investigation. Good faith means that the reporter believes the information reported is true, even if it becomes evident later the information was not accurate. VytlOne does not discharge, demote, suspend, threaten, or harass those who report concerns in good faith.

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PATIENT RIGHTS & RESPONSIBILITIES

To ensure the finest care possible, as a patient receiving our pharmacy services, you should understand your role, rights and responsibilities involved in your plan of care.

Patient Rights [DRX2-2A]

- To confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information; PHI will only be shared in accordance with state and federal law [PM 3-1 ai] [DRX2-5A]
- To identify the program's staff members by name and job title, and to speak with a supervisor if requested [PM 3-1 aii]
- To speak to a healthcare professional [PM 3-1 aiii]
- To receive information about the PMP [PM 3-1 aiv]
- To decline participation or dis-enroll at any point in time [PM 3-1 av]
- To be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care [DRX2-1A]
- To be informed in advance of care/service being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible [DRX3-4B]
- To receive information about the scope of services that the organization will provide and specific limitations on those services [DRX2-1A]
- To participate in the development and periodic revision of the plan of care [DRX5-4A]
- To refuse care or treatment after the consequences of refusing care or treatment are fully presented [DRX2-6A]
- To be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable [DRX2-6A]
- To have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality [DRX2-2B]
- To be able to identify visiting personnel members through proper identification [DRX2-2B]
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property [DRX2-3A]

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- To voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal [DRX2-4A]
- To have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated [DRX2-4A]
- To be advised on agency's policies and procedures regarding the disclosure of clinical records [DRX2-5A]
- To choose a health care provider, including choosing an attending physician, if applicable [DRX2-2B]
- To receive appropriate care without discrimination in accordance with physician orders, if applicable [DRX2-2B]
- To be informed of any financial benefits when referred to an organization [DRX2-2B]
- To be fully informed of one's responsibilities [DRX2-2B]

For further information about this policy or any concerns related to your rights, you may contact VytOne's Confidential Compliance Hotline at 1-844-362-5918.

Patient Responsibilities [DRX2-2A.01]

- To provide accurate medical, clinical, and contact information [PM 3-1 bi] [DRX2-2A.01]
- To submit forms that are necessary to receive services [DRX2-2A.01]
- To notify their treating provider of their participation in the PMP, if applicable [PM 3-1 bii] [DRX2-2A.01]
- To maintain any equipment provided, if applicable [DRX2-2A.01]
- To notify the organization of any concerns about the care or services provided [DRX2-2A.01]

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