

Pharmacy Patient Commitments

We share these commitments with the goal of building relationships based on trust and respect, and to help our patients and customers on their path to better health.

CVS Health commits to:

Our pharmacists will leverage their education, professional experience, and our pharmacy system to review your medication profile to identify opportunities to minimize the risk profile of your medication regimen and to take steps to support engaging your prescriber to drive awareness to the risk and offer alternatives, make you aware of potential risk and when in your best interest even refuse to fill certain medications based on professional judgment and experience. In addition, we commit to:

- Protect your privacy and the confidentiality of your medical, financial, and personal information.
- Listen closely to your needs and address your concerns in a timely manner.
- Treat you with courtesy, respect and dignity.
- Provide the highest quality of care to you in an environment that is free from all forms of discrimination.
- Make pharmacists available as soon as possible to answer questions or address concerns related to your medication.
- Proactively offer medication counseling when our professional judgment and experience indicates that we have important information to share regarding your medication and when required by law.
- Make every effort to work with your Pharmacy Benefits Manager and Prescriber to find you medications that are covered by your insurance plan and when available and appropriate take steps to get you on the lowest cost therapy by using generic medications and/or leveraging your plan's formulary to find lower cost alternatives.
- Resolve your complaints with any CVS Health services promptly and fairly.

CVS Health asks patients and customers to commit to:

- Provide complete and up-to-date information regarding any allergies or health conditions you have. Additionally, please let your pharmacist know about any other medications (over-the-counter or prescriptions from other pharmacies) or vitamins/supplements that you are taking. You can create a medication list that you can keep with you, here: <https://www.cvs.com/drug/wallet-card>.
- Take your medications as directed by your prescriber, do not make any changes to the way you take your medication without first speaking to the prescriber.
- Treat our staff with respect and courtesy.
- Ask questions about your prescriptions and other services we provide to you to ensure your understanding.
- Adhere to our pharmacists' recommendations regarding your care, and accept responsibility if you choose not to do so.
- Fulfill your obligations for any costs of medical care and drugs that are not covered by insurance or discount programs.

*If you have any questions or comments, please contact
CVS Health Customer Service at: 1 (800) 746-7287