



Patient Services and Rights and Responsibilities

Patients have the right to:

1. Receive courteous, respectful, and professional care from Synergen Rx employees in accordance with physician's orders without discrimination.
2. Receive information about Synergen Rx's Specialty patient management program and to understand the scope of the services they will receive, the limitations of the services, as well as the patient's financial responsibility and financial benefit to receive the services.
3. Periodically review and revise the plan of care and services provided
4. Have the privacy of their personal health information protected in accordance with state and federal law.
5. Receive a notice of privacy practices explaining Synergen Rx's policies and procedures regarding the disclosure of clinical records.
6. Speak with a health professional, understand the identity of the Synergen Rx staff member including their job title, and to speak with their supervisor or a pharmacist if requested.
7. Access to a member of our staff as needed, including the ability to reach an on-call pharmacist for emergency situations after regular business hours by calling 404-585-7517.
8. Be free of mistreatment, neglect, or verbal, sexual, physical abuse, and theft of property.
9. Decline participation or disenroll from the Synergen Rx patient management program at any time by calling 404-585-7517 and informing a staff member that you choose to opt-out.
10. Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
11. Report any suspected medication issues to a pharmacist by calling 404-585-7517
12. Request a refill or request for Synergen Rx to fill a prescription by calling 404-585-7517
13. Request an order status, obtain information on order delays of your prescription, or have a prescription transferred by calling 404-585-7517
14. Inquire about the network status of Synergen Rx in regard to your insurance plan.
15. Inquire about the cash price of the medication by calling 404-585-7517
16. Be fully informed of your responsibilities as a patient.
17. Notify the pharmacy of any dissatisfaction, grievance, or complaint. If the complaint is not resolved to the patient's satisfaction in a timely manner, they may contact one of the following to have the complaint investigated:

Georgia Board of Pharmacy

2 Peachtree St NW, 6th Floor
Atlanta, GA 30303
P: 404-651-8000

URAC

1220 L Street NW, Ste 400
Washington, DC 20005
P: 202-216-9010

ACHC

139 Weston Oaks Ct
Cary, NC 27513
P: 855-937-2242



Patients/Caregivers have the responsibility to:

1. Provide Synergen Rx accurate clinical and contact information.
2. Notify Synergen Rx of any changes in clinical or contact information.
3. Submit all forms necessary to receive services from Synergen Rx.
4. Notify the treating prescriber of their participation in Synergen Rx's patient management program.
5. Maintain any equipment provided, if applicable.
6. Notify Synergen Rx of any concerns about the care or services provided.

Synergen Rx Contact Information and Hours of Operation

3990 Flowers Rd, Ste 530, Doraville, GA 30360

Phone: 404.585.7517 Fax: 404.900.9209

Email: Jonathan.Personius@synergenrx.com

Open M-F 8:30a - 5:00p with an on-call pharmacist available 24/7

Website: SynergenRx.com