

Consumer Bill of Rights and Responsibilities

Allegany Medical Marijuana Dispensary has adopted the following statement on consumer rights as the official policy. The consumer/client has the right to:

1. Safe and humane treatment.
2. Be completely informed on these rights.
3. Have **Allegany Medical Marijuana Dispensary** staff communicate in a language or form that he/she can reasonably be expected to understand.
4. Be informed of responsibilities he/she may have in the care process.
5. Be thoroughly informed of any charges or out of pocket expense
6. Be informed of prices or other charges.
7. Be provided with information and education relating to aspects of his/her condition that relates to services provided by **Allegany Medical Marijuana Dispensary** in order to participate in the home therapy plan and plan of care.
8. Be informed of any potential benefits, risks and effects of treatment.
9. Full access of information and information necessary in order to make decisions regarding services. The consumer's caregiver may exercise the consumer's rights when the consumer is determined to be unable to make informed decisions.
10. Be treated at all times with respect, courtesy with complete recognition of individuality, and dignity.
11. Service without discrimination against race, color, creed, sex, religion, national origin, sexual orientation, handicap or age.
12. Lodge any complaints with **Allegany Medical Marijuana Dispensary** and with any other appropriate person, organization or agency such as the MMCC.
13. Be informed and educated on the procedure for lodging complaints in a confidential manner and the procedure for receiving, reviewing and resolving complaints.
14. Express grievance and suggest change in policy, service or staff without worry, intimidation, constraint, or discrimination and not experience unreasonable interruption of services from **Allegany Medical Marijuana Dispensary**.
15. Expect confidential treatment (HIPAA) of medical and personal records and to decline their release to any individual outside of **Allegany Medical Marijuana Dispensary** (except in situations where the consumer signs a release of information form). Other exceptions may include governmental requests.
16. Receive healthcare by the Provider of his or her choice.
17. Adequate pain and symptom management.
18. Receive services in a timely manner.
19. Be given a prompt and reasonable response to all inquiries.
20. Be assured that the staff who provide services are qualified (Credentialed) through education and/or experience.
21. Know identities, title, and affiliations of all staff at **Allegany Medical Marijuana Dispensary**.
22. Have choice and access to all needed services.
23. Decline follow-up services.

All of Allegany Medical Marijuana Dispensary Consumers have the responsibility to:

1. Give up-to-date, complete, and correct health information concerning medical history, medications, allergies and any other information that pertains to the consumer's health.
2. Participate in developing and maintaining a safe environment.
3. Address any financial concerns regarding service or care.
4. Take part in the development and maintenance of their home therapy plan and plan of care.
5. Request information if there is anything they do not understand.
6. Voice concerns they may have regarding **Allegany Medical Marijuana Dispensary** services or staff members.
7. Inform **Allegany Medical Marijuana Dispensary** if they are being hospitalized.
8. Understand and exercise consumer rights to optimize response to and satisfaction with **Allegany Medical Marijuana Dispensary** services.