



**South African
Pharmacy Council**



PATIENT RESPONSIBILITIES IN A PHARMACY **YOU HAVE THE RESPONSIBILITY**

YOU HAVE THE RESPONSIBILITY

to use your medicine as directed by your pharmacist to get the best results

YOU HAVE THE RESPONSIBILITY

to not share your medicine

YOU HAVE THE RESPONSIBILITY

to return any expired medicine for destruction

YOU HAVE THE RESPONSIBILITY

to ask your pharmacist all you need to know about your medicine, before leaving the pharmacy

YOU HAVE THE RESPONSIBILITY

to store your medicine correctly and safely out of reach of children

YOU HAVE THE RESPONSIBILITY

to respect the rights of your pharmacist and pharmacy support personnel, your pharmacist knows better about your condition/disease

YOU HAVE THE RESPONSIBILITY

to use medicine properly and not abuse it

YOU HAVE THE RESPONSIBILITY

to know your pharmacy and what services they offer. You are not a customer in the pharmacy but a patient

YOU HAVE THE RESPONSIBILITY

to tell your pharmacist about all the medicines that you take for other conditions as well as any allergies that you may have

YOU HAVE THE RESPONSIBILITY

to comply with the prescribed treatment or rehabilitation procedures

YOU HAVE THE RESPONSIBILITY

to enquire about the related costs of the medicine and / or pharmaceutical services and arrange for payment

YOU HAVE THE RESPONSIBILITY

to take care of health records in your possession

YOU HAVE THE RESPONSIBILITY

to talk to your pharmacist about anything that concerns you about your medicine

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Your pharmacist is there to answer your questions about your medicine, health and treatment options, healthy living and how to access other health services. Together you and your pharmacist can take responsibility for quality care.

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PATIENT RIGHTS IN A PHARMACY

IT IS NOT ENOUGH TO...

RECEIVE THE RIGHT SERVICE AND MEDICINE YOU MUST ALSO UNDERSTAND YOUR RIGHTS

YOU HAVE THE RIGHT

to receive quality pharmacy care

YOU HAVE THE RIGHT

to personal professional service from your pharmacist regardless of your sex, age, race, nationality, religion or manner of payment

YOU HAVE THE RIGHT

to confidentiality and privacy

YOU HAVE THE RIGHT

to ask questions

YOU HAVE THE RIGHT

to openly discuss the price of pharmaceutical services with your pharmacist at all times

YOU HAVE THE RIGHT

to receive pharmaceutical services in a properly lit, ventilated and clean professional environment

YOU HAVE THE RIGHT

to expect that your pharmacist will co-operate in your interest with other health professionals

YOU HAVE THE RIGHT

to access pharmaceutical services of your choice

YOU HAVE THE RIGHT

to complain about quality of pharmaceutical services

YOU HAVE THE RIGHT

to expect that the medicines you need are available

YOU HAVE THE RIGHT

to get the medicine that is best for your condition/disease

YOU HAVE THE RIGHT

to talk to your pharmacist about your health and medicine use

YOU HAVE THE RIGHT

to expect that your pharmacist will supply you with quality medicine as prescribed, or for the conditions as indicated

YOU HAVE THE RIGHT

to openly discuss the price of the medicines with your pharmacist at all times

YOU HAVE THE RIGHT

to receive clear and adequate advice from your pharmacist with regard to the safe and effective use of medicines

YOU HAVE THE RIGHT

to expect your pharmacist to monitor your medicine therapy

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A pharmacy professional registered with the South African Pharmacy Council must at all times endeavour to act in the interests of promoting public health. Any person(s) who observes or experiences unprofessional conduct or unethical behaviour on the part of a person registered with the Council may report such conduct to the South African Pharmacy Council.

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Tell us about a positive or negative experience in your pharmacy. Website: www.sapc.za.org
E-mail: patient.rights@sapc.za.org Fax: +27(0)12 321 1479/1492 Phone (Customer Care line): 0861 7272 00
Issued in the interest of public health education and correct medicine usage