



EXPRESS SCRIPTS®

Code of Ethics for Patient Services Pharmacy Practice

Our mail service pharmacy team, which includes pharmacists, technicians, supervisors, and management, provides critical support for our Client Pledge. Express Scripts makes the use of prescription drugs safer and more affordable. We are obligated to deliver the right medication to the right patient at the right time for their needs. This Code is intended to publicly state the principles that form the fundamental basis of the roles and responsibilities of the Patient Services Pharmacy Team. These principles restate our moral obligations and establish a guide for our relationships with clients, patients, and other health professionals.

Respect for the Relationship Between the Patient and Our Pharmacy Staff

Our patients trust us to make their health our primary concern. We promise to help our patients achieve the best results from their medications. We are committed to the patient's welfare, and to maintaining their trust.

Promote our Patient's Interests in a Caring, Compassionate, and Confidential Manner

Our patient's well being is at the center of our pharmacy practice. We must consider needs stated by the patient as well as those defined by health science. Our pharmacy is dedicated to protecting patient dignity. With a caring attitude and a compassionate spirit, we focus on serving the patient in a private and confidential manner.

Respect the Autonomy and Dignity of Each Patient

Our team helps patients understand their pharmacy plan and recognizes individual self-worth by encouraging patients to talk to us about their health. We will communicate with patients in terms that are understandable, and in all cases, respectful to the personal and cultural differences among our patients.

Act with Honesty and Integrity in Professional Relationships

Our communications with other health professionals will be truthful, and our advice will be based on the patient's best interest. We are obligated to alert our management team of any actions, practices, behavior, or work conditions that could reduce or compromise patient safety.

Maintain Professional Competence

Our duty is to maintain our professional knowledge and follow pharmacy policies and procedures. We must always strive to strengthen our abilities and accuracy in processing patient medication requests. We will add any new medications, devices, and technologies that become available in our pharmacy practice to our understanding.

Respect the Values and Abilities of Colleagues and Other Health Professionals

We will work together as a team to serve our patients in a timely and accurate manner. We will ask for the consultation of colleagues or contact other health professionals to make sure that the prescriptions we dispense are accurate and safe for our patients. We will act quickly to notify patients if their medications are deemed unsafe by the manufacturer or other industry experts.

Serve Individual, Community, and Societal Needs

Our primary obligation is to individual patients. However, our obligations may at times extend beyond the individual to the community and society. In these situations, our team will recognize the responsibilities that accompany these obligations and act accordingly.

Seek Fairness in the Distribution of Pharmaceutical Resources

When medications are not available or are already allocated, our team will make every effort to be fair, balancing the needs of all patients and clients.