

# Talk to the Expert

## Speak with Your Pharmacist

### Before you leave the pharmacy CHECK:

- The patient name on the label is correct;
- The medication matches the description on the label;
- The name of the medicine and what it does;
- How and when to take the medication, for how long, and what to do if you miss a dose;
- Possible side effects and what you should do if they occur;
- Whether the medication will work safely with other medicines or supplements; and
- What foods, drinks, or activities should be avoided while taking the medicine.

## Know Your Rights

California law requires a pharmacist to speak with you upon your request, every time you get a **new** prescription, and every time you get a new prescription dosage form, strength, or written directions.

This pharmacy must provide any medicine or device legally prescribed for you, unless you are unable to pay the cost of the drug or device, or the pharmacist determines doing so would be against the law, or potentially harmful to the patient's health. If a medicine or device is not immediately available, the pharmacy will work with you to help you get your medicine or device in a timely manner.

Interpreter services are available to you upon request at no cost. You may ask this pharmacy for information on drug pricing and use of generic drugs.

### The address and contact information for consumers to send any complaints about the pharmacy:

California State Board of Pharmacy  
2720 Gateway Oaks Drive, Suite 100  
Sacramento, CA 95833

(916) 518-3100  
[www.pharmacy.ca.gov](http://www.pharmacy.ca.gov)



**BE AWARE AND TAKE CARE:**  
Talk to your pharmacist!  
CALIFORNIA STATE BOARD OF PHARMACY



Translation  
Traducción  
翻译  
अनुवाद



[www.pharmacy.ca.gov/publications/ntc.shtml](http://www.pharmacy.ca.gov/publications/ntc.shtml)