

# Know Your Rights: Buprenorphine, Suboxone, and Subutex at the Pharmacy



Everyone deserves respectful, timely access to the medication they need to recover. If you are prescribed buprenorphine for opioid use disorder, you have rights under federal law that protect your privacy, access to care, and how you are treated. You can use this card to understand your rights and know what to do if issues come up when filling your prescription.

## You have the right to:



### Get Your Medicine Quickly

Get your medicine quickly: Without delays or unfair treatment.



### Non-Discrimination

Be treated kindly and with respect despite your age, disability, race, or health history.



### Clear Information

Receive clear instructions on how to take, store, and understand the risks and benefits of your medication



### Privacy

The Health Information Privacy and Portability Act lets you decide who to share your health information with and to keep it private if you want.



### Insurance Choice

Decide whether you want your insurance to pay for your medication or if you want to pay for it with cash.



### Know What's Covered

Know if your insurance is going to pay for something and how much it costs before you decide to pay for it.



### Identification of Pharmacy Staff

Ask for the name, job title (e.g., pharmacist, technician), and license number of anyone who works in the pharmacy.



### Pharmacy Choice and Transfer

Federal law lets you pick the pharmacy you use and lets you move your prescription to a new pharmacy one time without needing a new one.



### Get a Clear Bill

Know what was included in the total cost of your bill and see a bill that explains the cost of each part of a purchase.



### Say "No" to Extra Purchases

You don't have to buy additional products (including naloxone) if you already have what you need.



### Disability Accommodations


The Americans With Disabilities Act protects your right to access treatment for opioid use disorder. The pharmacy can't refuse services because of your protected disability.



### File a Complaint

If you were refused your medicine or treated unfairly, you can file a complaint with your state pharmacy board, health department, or civil rights office.



 Ran into an issue during  
your last pharmacy visit?

**CONTACT YOUR DOCTOR**

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Prescription Drug  
Misuse Education and  
Research (PREMIER) Center  
College of Pharmacy

BEHAVIORAL  
HEALTH  
FOUNDATION



The University of Texas at Austin  
PhARM Program

## Citations

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- **HIPAA** – Health Insurance Portability and Accountability Act (privacy and confidentiality)
- **ADA** – Americans with Disabilities Act (protection for people with substance use disorder)
- **ACA §1557** – Affordable Care Act (non-discrimination in health care)
- **OBRA '90** – Omnibus Budget Reconciliation Act (pharmacist counseling obligations)

**You deserve care that supports your  
recovery and respects your rights.**