



Information for Visually Impaired Patients

It is Benevere Specialty Pharmacy's policy that staff members MUST communicate with a patient in a language and/or format that the patient can understand. We consider communication successful when the patient and/or caregiver can repeat back in their own words and/or communication method all the important information about the service provided.

When a patient has a visual impairment, Benevere Specialty Pharmacy's staff is trained to identify this early in order to communicate effectively with the patient. Benevere approaches communicating with our patients with visual impairment in various different ways depending of the patient's needs:

- Our staff is trained to identify patients with visual impairment from the earliest patient contact. Visual impairments are never ignored.
- Our staff is trained to determine what degree of visual impairment is present and what accommodations a patient needs (i.e. large print labels, braille labels, audible output technology, working with caregivers, etc.). Although our goal is to help the patient be as independent as possible, we understand the importance of partnering with caregivers in certain circumstances.

If you are a patient that requires special accommodations or would like to learn more about Benevere's ability to meet your needs, please contact us via the contact information below:

(855) 344-8724
language@beneverepharmacy.com