

## **Nondiscrimination and Accessibility Notice (ACA § 1557)**

MinuteClinic® complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MinuteClinic® does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MinuteClinic®:

- Provides certain aids and services, free of charge, when necessary so that people with disabilities have an equal opportunity to communicate effectively with us, such as:
  - Auxiliary aids and services
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services, free of charge, when necessary to provide meaningful access to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Patient Support toll-free at 1-866-389-2727, 24 hours a day, 7 days a week. TTY users should call 711.

If you believe that MinuteClinic® has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

MinuteClinic®  
Grievance Department  
Attn: Civil Rights Coordinator  
P.O. Box MC 1234  
Woonsocket, Rhode Island, 02895

Fax: 1-401-652-9935

You can file a grievance by mail, or by fax. If you need help filing a grievance, the MinuteClinic® Grievance Department's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

## Get Help in Other Languages

If you need help or speak a non-English language, call 1-800-746-7287 (TTY: 711) and you will be connected to an interpreter who will assist you at no cost.

### ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-746-7287 (TTY: 711).

### SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-746-7287 (TTY: 711).

### CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨 1-800-746-7287 (TTY: 711)。

### VIETNAMESE

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số 1-800-746-7287 (TTY: 711).

### KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-800-746-7287 (TTY: 711)로 연락주시기 바랍니다.

### TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-800-746-7287 (TTY: 711).

### RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-800-746-7287 (телетайп: 711).

### ARABIC

تطعام: اذا تنكث دحنتك، تدير عا رفوتت تامدخ دعاملا تيوغلا ناجم كالجأ. لصتا مقر لاد 1-800-746-7287 (نم فتاهلا ي صنلا: 711).

### FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-746-7287 (TTY: 711).

### FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-800-746-7287 (TTY: 711).

**POLISH UWAGA:** Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer 1-800-746-7287 (TTY: 711).

**PORTUGUESE ATENÇÃO:** Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-800-746-7287 (TTY: 711).

### ITALIAN

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami 1-800-746-7287 (TTY: 711).

**JAPANESE** お知らせ: 日本語での対応を望まれる方には、無料で通訳サービスをご利用になれます。電話番号1-800-746-7287 (TTY: 711)までお問い合わせ下さい。

### GERMAN

BITTE BEACHTEN: Wenn Sie Deutsch sprechen, stehen Ihnen unsere Dolmetscher unter der Nummer 1-800-746-7287 (TTY: 711) kostenlos zur Verfügung.

### FARSI

سوامت ديريگي. سوامت ديريگي. (TTY: 711) 1-800-746-

مچوت: رگا هب نابز ي سراف وگتفگ ي م، دينك تالايهست ي نابز تروصب ناگيار ي اربامش مهارف ي م دشاب. اب 7287