

## Non-Discrimination Policy

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

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

### Hillcrest Pharmacy

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please contact Hillcrest Pharmacy's Customer Service team.

If you believe that Hillcrest Pharmacy 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:

Hillcrest Pharmacy  
120 University Ave  
San Diego, CA 92103

Fax: (619)260-1031 – E-Mail: [contact@hillcrestpharmacy.com](mailto:contact@hillcrestpharmacy.com)

You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, Hillcrest Pharmacy'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> or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

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