



CIVIL RIGHTS FOR PATIENTS

Aureus Specialty Pharmacy, along with its affiliated pharmacies, Town Total Health, Beverly Sinai Medical Pharmacy, and Rx Biotech Pharmacy (together referred to as “Aureus”), comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aureus does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aureus shall provide to you:

- Free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, please contact your Aureus pharmacy manager. If they are unable to help you or if you believe that Aureus 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:

Michelle Rae Pinzon, Chief Compliance Officer
Aureus Health Services
532 Broadhollow Rd. Ste. 137, Melville, NY 11747
Telephone 516-394-0917 / Toll Free 1-866-367-2627
Fax 631-532-3437
mpinzon@aureushealthservices.com

You can file a grievance in person or by mail, phone, fax, or email. If you need help filing a grievance, Michelle is available to assist 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 also available at <http://www.hhs.gov/ocr/office/file/index.html>.