

Please note: pursuant to decisions by various district courts regarding the 2024 Final Rule implementing Section 1557, entitled Nondiscrimination in Health Programs and Activities, 89 Fed. Reg. 37,522 (May 6, 2024) (“2024 Final Rule”), certain provisions regarding gender identity are stayed nationwide. Other provisions are stayed or enjoined as indicated at www.hhs.gov/1557.

EFFECTIVE COMMUNICATION NOTICE:

AnovoRx Group, LLC (Anovo) will take appropriate steps as to persons and their caregivers who seek or obtain the pharmacy services offered by Anovo to ensure that communications with such individuals with disabilities, including persons who are deaf, hard of hearing, blind, have low vision, or who have other sensory or manual disabilities, are as effective as communications with others. The procedures outlined below are intended to ensure Anovo effectively communicates with individuals regarding their medical conditions, treatment, and participation or potential participation in our pharmacy programs, activities, and services.

Anovo will furnish necessary and appropriate auxiliary aids and services, to allow individuals with disabilities an equal opportunity to participate in and benefit from our available pharmacy programs, activities, and services. When auxiliary aids and services are necessary for an equal opportunity to participate and benefit from our pharmacy services, they will be provided in a timely manner without cost to the individual(s) being served. Auxiliary aids and services include interpreters and large print materials.

Anovo is not however required to take any action that would result in a fundamental alteration in the nature of its program, services and activity or undue financial and administrative burdens.

Anovo will take appropriate necessary steps to ensure that staff who may have direct contact with individuals with disabilities effectively communicate with individuals with disabilities.

If you need a communication aid, contact your pharmacist at 844-288-5007.

1. IDENTIFICATION AND ASSESSMENT OF NEED:

Anovo pharmacy staff members will identify individuals with disabilities who need appropriate auxiliary aids and services to communicate with Anovo effectively. Anovo staff may identify individuals with disabilities through observation, inquiries to the individuals, and/or by consulting an individual’s existing pharmacy record to see whether it indicates the individual has a disability and needs auxiliary aids or services to ensure effective communication. Individuals with disabilities may self-identify their need for effective communication. Staff may consult with the individual to determine what auxiliary aids and services may be necessary to communicate with them effectively.

2. PROVISION OF AUXILIARY AIDS AND SERVICES:

Anovo will provide, free of charge, the necessary and appropriate auxiliary aids or services when necessary to afford individuals with disabilities an equal opportunity to enjoy the program, activities, services, and other benefits. Staff will document the individual’s preferred auxiliary aid or service in the individual’s record including any auxiliary aids and services necessary to communicate with care takers, and such documentation will identify the individual’s or their care taker’s preferred auxiliary aids and services, the actual aids and services provided if different from preferred aids and services.

3. TRAINING

Anovo will train relevant staff on the requirements for effective communication as set forth in this document.

