



July 24, 2018

Larry Merlo - CEO  
CVS Caremark Corporation, 1 CVS Dr  
Woonsocket, Rhode Island 02895

RE: Ms. Hill, a transperson refused service at your pharmacy, Phoenix Metro Area

Dear Mr. Merlo,

NOW is a multi-issue, multi-strategy organization that takes a holistic approach to women's rights. Our priorities are winning economic equality and the ERA; championing abortion rights, reproductive freedom, and other women's health issues; opposing racism; fighting bigotry against the LGBTQIA community; and ending violence against women. The Central Phoenix Inez Casiano chapter serves the Phoenix metropolitan area.

The media has been replete with the news that a pharmacist at one of your stores refused to fill a prescription for a person because she was transgender. Not only did the pharmacist refuse to fill the prescription, but he engaged in verbal harassment violating privacy laws (HIPPA) and refused to return the prescription so the customer could get it filled elsewhere. A.R.S. §36-2154(B), though applying to abortion not this issue, requires that the prescription be returned. I'm sure the court would find no different here.

A.R.S. §32-1901(1) lists unethical behaviors by pharmacists in Arizona. (A)24 prohibits overruling orders based on personal prejudice, and (B)3 prohibits dispensing a different drug or brand of drug than prescribed or, in this case, not dispensing at all contrary to medical orders.

It has also been reported that Ms. Hill filed a complaint with your company and it was never acknowledged, that the pharmacist at issue no longer works there, but that your company policies are not clear on serving all customers equally without bias and hostility. We would like written assurance that this incident will not happen again, that your policies will so reflect, and that Ms. Hill received not only acknowledgement for her complaint but a suitable remedy. Thank you for your attention.

Sincerely,

Dianne Post, Attorney

Chapter Secretary