

Dianne Post, Esq., Chapter Secretary  
National Organization for Women Chapter #0140  
PO Box 32336  
Phoenix, AZ 85064

**RE: CVS Arizona Pharmacy, Phoenix Metro Area/Ms. Hill**

Dear Ms. Post:

Thank you for your letter regarding the incident that occurred at one of our Phoenix Arizona Pharmacies. As we have responded, the pharmacist's actions in this case do not reflect our values or our commitment to inclusion, non-discrimination, and the delivery of outstanding patient care. We have also extended sincere apologies to Ms. Hall for her experience at our pharmacy and the situation has since been resolved. We take these incidents extremely seriously and we absolutely do not condone this type of conduct or treatment of our patients.

As you might be aware, CVS Health has received a perfect score on the Human Rights Campaign's (HRC) Corporate Equality Index for the past four consecutive years for our policies and practices related to LGBTQ equality. In fact, CVS pharmacists were directly involved in the development of the HRC's resource guide for providing inclusive pharmacy care and service to LGBTQ patients. Our pharmacists have ongoing access to that guide and we will be redistributing the guide to all our pharmacists and patient providers as a refresher. In addition, gender identity and expression is included as a protected category in our workplace non-discrimination/workplace harassment policies and trainings, and our CVS Transgender Colleague Transitioning Guidelines for Colleagues, Managers, and Human Resources has been frequently relied upon for several years by our colleagues.

Finally, we are very aware of and take very seriously our patient service obligations as a pharmacy and healthcare provider, and the importance of ensuring that all of our patients receive exceptional service, without bias or hostility. We do have in place a process under which a colleague, including pharmacists, can request a religious accommodation. However, this process requires that colleagues request the accommodation in advance and it must be approved. When an accommodation is approved, the pharmacist and/or medical provider is expected to treat the

patient with sensitivity and respect, and there are safeguards in place to protect the patient and their privacy and to ensure seamless patient service that complies with the law.

In closing, I hope that this letter provides the assurances that you are seeking. Please do not hesitate to contact me if you have any additional concerns.

Very truly yours,



Laurie Alexander-Krom  
CVS Senior Legal Counsel

Cc: David Casey, Vice President Workforce Strategies & Chief Diversity Officer  
Randy Martinez, Director Strategic Diversity Management