

Accessibility to Sam's Club Healthcare Services

Your Health Matters to Us!

Our Goal: To make our healthcare services available to each patient who seeks to use them.

Our Commitment: To provide auxiliary aids and accessibility services to patients at no cost.

Our Promise: To neither discriminate based on race, color, national origin, sex, age, or disability nor retaliate against anyone who claims otherwise.

Auxiliary Aids and Services

Limited English Proficiency Patients

If your primary or preferred language is not English, our pharmacies and opticals gladly provide language interpretation services in more than 220 languages.

To access these services, simply visit your local Sam's Club and use the **Point to your language** sign posted prominently in the pharmacy and optical.



Blind and Low Vision Patients

If you are blind or have low vision, Sam's Club provides various large print resources, as well as two specialized resources to improve your pharmacy experience.



ScripTalk® “talking labels” enable blind/low vision patients to hear their prescription’s name, strength, use instructions, and warnings. Set up is easy. Just ask for ScripTalk®, and your pharmacist will get you started.

Braille prescription labels are also available upon request. Again, let your pharmacist know you would like Braille labels. They will be happy to assist.

Deaf and Hard of Hearing Patients

For deaf or hard of hearing patients, Sam's Club will support your preferred means of communication, including handwritten notes, TTY services, and, in some circumstances, texting.



If you prefer American Sign Language (ASL), ask your pharmacy, vision center, optical, or care clinic, and we will promptly arrange provision of ASL services.

Limited Mobility Patients

If you have limited mobility, you should know that all Sam's Clubs comply with the Americans with Disabilities Act.

Also, because some challenges may still arise, our associates are trained to be sensitive to such situations and empowered to assist upon request, including coming around the counter, helping with signatures, and the like.



Service Animals



Sam's Clubs welcome members and patients using service animals in all areas of the store or club used by the public.

You may, upon entering the store or club, be asked if the animal accompanying you is a service animal. If so, simply indicate that this is the case and your service animal will be welcome to accompany you.

If You Have a Healthcare Accessibility Question, Concern, or Suggestion

To raise a question or concern regarding patient accessibility, please contact your local Sam's Club pharmacy or optical. We also invite you to contact us directly at:

[HW Accessibility-Patient Comments](#).

You may initiate a formal accessibility or discrimination grievance by contacting either:

(1) the Office of Walmart's Vice President, US Ethics & Compliance:

- a. 1-800-WM-Ethic;
- b. <https://www.walmartethics.com/home.aspx>;
- c. ethics@walmart.com

OR

(2) The Office of Civil Rights, U.S Dept. Health & Human Services:

- a. 1-800-368-1019;
- b. https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf;
- c. OCRComplaint@hhs.gov.