

New York Customer Bill of Rights

NY Pharmacy Customer Bill of Right for Language Services

- 1.The right to understand all information necessary to ensure the safe and effective use of prescription medications.
- 2.The right to receive counseling from a pharmacist in the language you speak.
- 3.The right to interpreter services to ensure that communications with a pharmacist can take place in your language.
- 4.The right to have vital documents, such as the directions for use of a prescription drug, translated into your language or explained to you by an interpreter.
- 5.The right to file a complaint with the pharmacy if you do not receive assistance or if any staff member violates these rights.



With us, it's personal.