

From: [Gustavo Rodriguez](#)
To: McFall, Julie@DCA
Subject: Certified in-person medical translators
Date: Wednesday, October 22, 2025 8:52:08 AM

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Hello Ms. Julie McFall,

My name is Gustavo Rodriguez. I'm a pharmacy technician at CVS Pharmacy, a union member of UFCW 324, and a store steward. I'm writing to bring to your attention the urgent need for a standard of in-person medical translators at our pharmacy.

Currently, pharmacies rely on telephone translators when a patient speaks a language that the staff is unfamiliar with. However, this approach often leads to miscommunication between pharmacy staff, translators, and patients, especially when there's a poor phone signal or when the patient is unable to effectively communicate their needs.

By implementing an in-person certified translator program, we can ensure that our patients receive accurate and timely medical care. This program would allow pharmacy staff to directly interact with patients, understand their needs, and minimize the risk of sharing patient personal information without consent.

Furthermore, we believe that pharmacy staff should have access to this certification program without the financial burden of paying \$2000+ per class. We hope that the program will be reimbursed, allowing pharmacy staff to focus on their primary role of caring for patients.

Thank you for your time,

Gustavo Rodriguez
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