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Subject: Public Comment Regarding Translation Issues 9/11/25
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For future consideration to be put on the agenda.

Dear Members of the Board and Healthcare Colleagues,

My name is Vincent Chairez a pharmacy technician and shop steward at CVS. With the recent closure of our local Rite Aid, a new challenge has emerged in our community pharmacies. Increasingly, coworkers have been asking how to accurately translate specific medical terms into Spanish for consultations and DURs. For your information as a steward and safety and integrity of my coworkers is a high priority.

There is a widespread misconception in retail pharmacy that if someone notes “Spanish-speaking” on a job application, they are automatically confident and capable of translating complex medical terminology. In reality, many employees find themselves trying to “figure it out” in real time, which can create serious risks of miscommunication and patient harm.

While CVS does offer access to Spanish pharmacy terminology resources, there is a financial barrier to utilizing these tools. At the heart of this issue is patient safety and the prevention of clinical harm through miscommunication.

I respectfully propose that the Board consider requiring major employers in pharmacy settings to provide accessible Bilingual pharmacy terminology resources, and potentially to require that employees hired to assist with translation complete a review or certification process. Such a measure would improve patient care, reduce errors, and support staff who are striving to serve their patients to the best of their ability. We have a willing and capable workforce that wants to help patients.

If the Board would like examples of translation mistakes and direct worker feedback, I would be glad to share this information and connect you with frontline employees, without fear of retaliation.

Thank you for your time and consideration of this matter.

<https://pmc.ncbi.nlm.nih.gov/articles/PMC12060873/>

Respectfully,

Vincent Chairez