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Notice to Patients: Language Access Policies and Procedures

Our facility is committed to providing quality care to all patients, regardless of the language they speak. To ensure effective communication, we provide language assistance services at no cost to you.

Your Rights

- You have the right to receive information about your care in a language you understand.
- You have the right to request an interpreter at no cost.
- You will not be asked to rely on family members, friends, or children to interpret for you (except at your request).
- You have the right to receive written materials translated into your preferred language, when available.

Services Available

- **Qualified Medical Interpreters:** Available in person, by phone, or by video.
- **Translated Documents:** Key documents and forms are available in multiple languages.
- **Sign Language Services:** We provide services for patients who are deaf or hard of hearing.

How to Request Language Assistance

- Tell our staff your preferred language when scheduling an appointment or upon arrival.
- Ask any staff member for an interpreter at any time during your visit.
- You may also call our office at **518-465-3318** for assistance.

No Cost to You

All language assistance services are provided **free of charge**. Using these services will not affect the quality of care you receive.

Questions or Concerns

If you have any concerns about language access services, you may contact:

- **Language Access Coordinator:** Carolyn Bullock
- **Phone:** 518-465-3318
- **Email:** LeeBurackMD@Protonmail.com