



## Interpreters

### American Sign Language Interpreters in Telehealth Appointments: Interpreting On-Site

#### Healthcare office or facility

The interpreter may go to the healthcare provider's office/facility to interpret. This may be referred to as "on-site interpreting" because the interpreter is on-site with the provider.

- The interpreter may be positioned in the same office next to the provider and appear on the same screen. This is often referred to as "same screen" interpreting.
- The interpreter may be in the same facility but in a separate office from the provider and may appear on a separate screen.
- The interpreter may be interpreting for a patient in a facility, while the doctor is at another location.
- The interpreter may be interpreting at a patient's home, such as a DeafBlind patient, a patient who is homebound, or a patient who has additional disabilities.

#### Patient's home

Remember that you are entering a patient's home as a professional guest. Be respectful of their home, their belongings, and their privacy.

- Personal Protective Equipment (PPE) – Interpreters need to be aware that they are entering the home of a potentially contagious patient or a patient who is immunocompromised.
  - Universal precautions should be employed. Wash your hands before and after the appointment. Consider bringing hand sanitizer.
  - Consider wearing an outer garment that can be removed after the appointment.
  - Consider wearing a solid, contrasting mask or a clear mask depending on the needs of the patient.
- Logistics
  - If the interpreter at the patient's home is hearing, the interpreter will not need to be on screen, but they will need access to audio.
  - There may be a hearing interpreter on-site at the facility or interpreting remotely, while a Deaf interpreter is at the patient's home. The Deaf interpreter will need to see the hearing interpreter on the screen but will not need access to audio.
  - Interpreters may need to assist with the devices used to access the appointment.
  - Interpreters may need to work with the patient to adjust lighting and to position the chair and screen to ensure effective communication access.

**For additional guidance or information, please contact the [NC DSDHH Regional Center](#) near you.**



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This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

