



Interpreters

American Sign Language Interpreters in Telehealth Appointments: The Perfect Workspace

To provide effective communication and the best customer service for your consumers while interpreting telehealth appointments, it's important to consider the equipment you are using, the speed of your internet, and the quality of your video.

HIPAA Regulations

- The Healthcare Information Portability and Accountability Act (HIPAA) is a federal law that requires the protection of a patient's personal identifiable information and their healthcare information. Interpreters must protect this information by ensuring that interpreted conversations and records are kept confidential. To comply with HIPAA regulations, you must have a space that is private and secure and allows you to interpret effectively without interruptions while maintaining confidentiality.
- For more information about HIPAA regulations, please go to [Healthcare Information Portability and Accountability Act](#).
- Under HIPAA, healthcare providers are allowed to disclose protected health information to business associates and interpreters are defined as such. You may be asked to sign a business associate contract. For more information go to [HIPAA Business Associates](#).

Dedicated Workspace

- Secure Environment
 - Private space without interruptions including from surrounding areas
 - A space with no windows or with blinds or curtains
 - Locked drawer for confidential paperwork
 - Shred notes after assignments
- Background
 - Solid, contrasting color, that works with your camera, lighting, and skin tone
- Virtual Backgrounds
 - No virtual backgrounds which may cause trailing
 - No blurred backgrounds which may be hard on the consumer's eyes
- Lighting
 - No bright lights behind you which may cause shadows on your face
 - Forward-facing light that is adjustable and dimmable
 - No glare from windows or keep windows covered with blinds or curtains
- Chair
 - Solid, contrasting color, that is not distracting
 - Chair arms that do not impede movement
 - Limit movement and swiveling
 - No noise or squeaking



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Equipment

- Computer
 - Minimum processor speed of 2 GHz, and at least 5 GB of free disk drive space
 - Minimum resolution should be 720p at 30 frames per second
 - Tablets should be 2015 or newer
- Monitor/screen size
 - Large enough to see multiple people and shared documents displayed on the screen
 - Consider using risers or blocks to ensure that the monitor is at an appropriate level and on a stable surface
 - Additional monitors allow for viewing participants on one screen and other items on a separate screen
 - Shared documents
 - Reference information
 - Prep materials
- Webcam
 - External webcams are adjustable with more features and offer a higher quality picture
 - Ensure the webcam is centered on the monitor at roughly eye level
 - Turn off the auto-focus
- Audio
 - Depending on your device components, you may need external devices to enhance audio
 - Speakers
 - Microphone
 - Headset or earbuds

Internet

- All other applications and software should be closed to give the video connection priority.
- Consider limiting the number of people on your internet. Multiple users will increase the load on the system and will result in a poorer quality video.
- Ensure that you have an internet speed sufficient for uninterrupted and continuous video calling.
- When possible, use a hard-wired connection rather than Wi-Fi.

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

This document is not legal advice and is intended as informational guidance only.



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

