



Telehealth Technology Options: Back-up Plan When the Telehealth Platform Does Not Provide Accessibility

It is important to have effective communication with your healthcare provider. If during the telehealth appointment, the video of the American Sign Language (ASL) interpreter or the captioning or audio stops working well, you need a backup plan so the appointment could continue. Below are some back-up options that can be used.



If the video of the ASL interpreter on the telehealth platform stops working, use either Wavello (Sorenson) or SIVO (ZVRS/Purple).

If you have Sorenson or ZVRS/Purple Video Relay Service (VRS), there is a feature where a Deaf caller, a VRS ASL interpreter, and a healthcare provider can see each other during a call. The patient uses Wavello or SIVO on a videophone or a mobile device. The patient does not need to download a special Wavello or SIVO app on their videophone or on the VRS mobile app because Sorenson and ZVRS/Purple already have these features pre-loaded. The healthcare provider will have to download the [Wavello](#) or [SIVO](#) app for this option to work. It should be noted that ASL interpreters must be HIPAA compliant and maintain confidentiality.

What to do:

1. Inform your healthcare provider that you have an alternative video call option that will allow them to see you and you to see them and an ASL interpreter. Send the provider this factsheet by email or send them the links to download [Sorenson Wavello](#) or [ZP SIVO](#).
2. The healthcare provider downloads the Wavello or the SIVO app on an Android or iOS device and accepts the notifications option from the app.
3. Once the voice phone number of the healthcare provider is registered, they will receive Wavello or SIVO video conferencing requests from the patient. The request will appear as a Wavello or SIVO icon on their device which should be clicked to connect.
4. Once the patient and healthcare provider are connected with a VRS interpreter, the Deaf caller can press the Wavello or the SIVO feature on their videophone option bar. The call will become a three-way video conference allowing the patient, ASL interpreter, and hearing caller to see each other.

Additional FAQs:

- [Wavello FAQs](#)
- [SIVO FAQs](#)



DeafBlind

If Wavello (Sorenson) or SIVO (ZVRS/Purple) is not an option, use a Video Relay Service (VRS).

What to do:

1. Ask your healthcare provider for their direct phone number or ask them to call you on your videophone.
2. Inform your healthcare provider that they will not be able to see your video or that of the VRS interpreter.
3. You can send the healthcare provider the following document to assist them in understanding how to best handle a relay call: [Handling Relay Service Phone Calls with Patients that have Hearing Loss](#).

If Captioning Stops Working

If captioning stops working during the meeting, you can use one of the following options below. Please note that these options take time to set-up and learn to use. Some options require that a person already has certain equipment or has registered for the service.

- **Traditional Captioned Telephone**
Use your captioned telephone to call into the voice line on the video platform and utilize the captioning on your phone. Examples of traditional captioned telephones: [CapTel](#), [CaptionCall](#), [Hamilton CapTel](#), [ClearCaptions](#).
- **Internet Protocol (IP) Captioning Smartphone Calling Apps**
Use your smartphone captioning app to call into the voice line on the video platform and utilize the captioning on your phone. Examples of apps: [InnoCaption](#), [CaptionMate](#), [ClearCaptions Mobile](#), [Hamilton CapTel App](#) and [Olelo](#).
- **Speech-to-Text Apps on Mobile Devices**
Use a previously downloaded [speech-to-text](#) app on your smartphone or tablet for captioning. This can be done by opening the app and placing the device next to the speaker being used for telehealth to pick up speech and convert it to captioning. Additional information on automatic speech recognition captioning can be found [here](#).
- **IP Relay**
Open the IP relay on your computer or mobile device and call into the voice line on the video platform. If there is no number to call into the video platform, ask the provider for a direct voice phone line that you can call using [IP Relay](#).

Please also see: [How to Prepare for Your Telehealth Appointment Before Your Appointment](#) and [How to Have a Successful Telehealth Experience: The Appointment](#) documents.

To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.



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

