



Hard of Hearing

Tips for Improving Visual Communication for Telehealth Video Visits

Screen Options to Improve Speechreading (Lipreading)

- A high-definition (HD) video and a larger screen can improve speechreading and use of non-verbal communication cues
- [Screen mirroring](#) allows a small device to display on a larger screen

Maximizing your Internet Connection

- Portable devices (for example, tablets, laptops, and smartphones) will allow you the flexibility to go to places where there is high-speed internet for the best video quality
- For other ways to ensure that your device is operating with the highest speed internet possible, please see [improving Internet and Device Functioning for Telehealth Visits](#)

Communication Access Realtime Translation (CART) captioning

- Can provide equal access to communication for some people with hearing loss
- Is a real-time, word-for-word transcription of the spoken language
- Highly accurate and synchronous captioning with a minimal delay (1-2 seconds)
- Can request a separate link to watch captioning on a separate device or web browser
- CART is the ideal method of providing captioning for telehealth appointments. If the patient prefers not to use CART, here are some other options:

Phone captioning options

- Using a [landline captioned phone](#) or [captioning technology for mobile phone calls](#)

Automatic Speech Recognition captioning (ASR)

- Uses computer software to type text of speech on a screen
- Can be disrupted by environmental sounds and accuracy is lower than CART
- Can be used for phone calls or in-person communication
- A mobile app using ASR can also be used by placing a tablet or phone next to the speaker of your device being used for telehealth
- See additional documents related to ASR apps: [Mobile apps to aid Communication Access for Individuals who are Deaf, Hard of Hearing and DeafBlind](#)
- Cannot automatically correct mistakes

For more information please see: [Amplification for Telehealth, Video Conferencing and Phone Calls](#) and [Connecting Hearing Devices to Audio During Telehealth Video Meetings](#)

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.



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

