

10 Tips for Video Remote Interpreting in Healthcare Settings with Deaf and Hard of Hearing Individuals

- ① Recognize video remote interpreting (VRI) is not appropriate for every scenario.
- ② Ask the Deaf and hard of hearing individuals what method(s) of communication they prefer and, whenever possible, utilize these methods of communication.
- ③ Use first person language and communicate directly to the Deaf and hard of hearing individual, not the interpreter.
- ④ Ensure all staff members are trained on how to use the video interpreting equipment and what to do if a problem arises.
- ⑤ Allow the Deaf and hard of hearing individual to determine positioning of the video interpreting equipment.
- ⑥ Before and during all VRI sessions, conduct check-ins to ensure the set-up is working and all participants, including the interpreter, can understand each other.
- ⑦ Prior to starting the dialogue, provide the interpreter with a brief overview of the conversation and introduce all parties involved with the call.
- ⑧ If multiple parties are involved with the call, ensure all parties identify themselves by name before speaking.
- ⑨ Spell out and, if appropriate, write down any diagnoses and medications prescribed.
- ⑩ Ensure all VRI devices are being charged while not in use and can be retrieved in a timely manner.