

4 WAYS TO UNDERSTAND YOUR DOCTOR WITH TELEHEALTH

COVID-19 Video-Based Telehealth Accessibility for Deaf and Hard of Hearing Patients

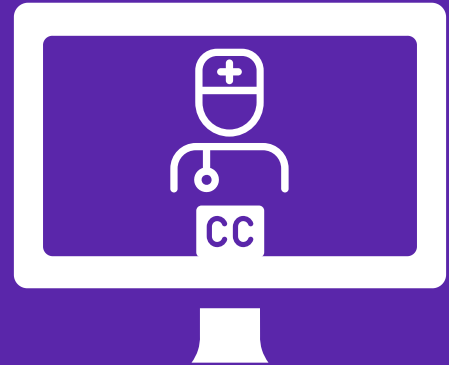
1



SAME SCREEN OPTION #1

You can see your doctor and the interpreter on the same screen. Captioning may be available on this screen too.

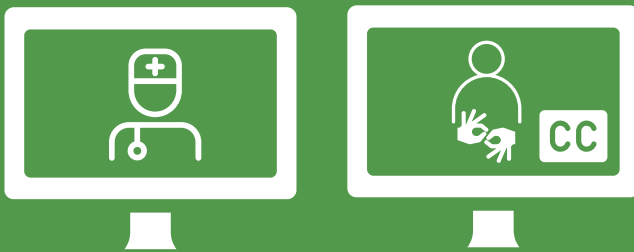
2



SAME SCREEN OPTION #2

You can see the captions (CART) on the same screen with your doctor.

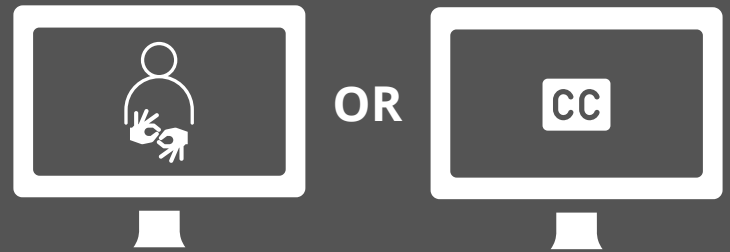
3



TWO SCREEN OPTION

You can use two screens, one to see the captions and/or the interpreter, and a second screen to see the doctor.

4



RELAY OPTION

If you are not able to use #1-3, you can use Video Relay Services (VRS) or captioned telephone services (IP-CTS) to call your doctor. Your doctor cannot force this option on you if there are other options available.