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.

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