



DeafBlind

Working with ASL interpreters in your Home for Telehealth Appointments

As an accommodation, you may request an American Sign Language (ASL) interpreter to come to your home to interpret for your telehealth appointment. Here are some tips for you to be prepared.

1. Ensure that the interpreter and provider will see you clearly by...
 - a. Making sure there is enough lighting
 - b. Wearing a top that is a solid, contrasting color
 - c. Choosing a background that is solid and contrasting
2. Clean the area that will be used for the telehealth appointment. Clear off your table or desk and have your laptop or device ready and open upon the interpreter's arrival.
3. Have an extra chair(s) for your interpreter(s).
4. Be aware of background noise and potential distractions. Turn off the TV. Put away pets and get someone to watch your children.
5. Ensure the audio is on and get your webcam in the position where your provider can see you.
6. If the ASL interpreter is hearing, they will not need to be on screen, but they will need access to audio.
7. If you are using a remote hearing interpreter and a Deaf interpreter in your home, the Deaf interpreter will need to be able to see the hearing interpreter but will not need access to audio.
8. If necessary, Personal Protective Equipment (PPE) such as face coverings and gloves should be used to protect everyone.
9. If the PPE makes it difficult for you to understand, you may request other options like a different color or a clear mask.
10. Respect the interpreter's time because they were hired by the provider for the telehealth appointment only. Avoid making other requests during their time.

Interpreters working in your home, like in any other setting, are required to respect you and your privacy.

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.

