

I need a sign language interpreter on site because (choose one or more):

1) I cannot see the VRI screen.

2) The VRI screen is too small; I cannot understand the interpreter.

3) The VRI machine keeps freezing and/or is blurry; I cannot understand the interpreter.

4) The VRI interpreter cannot hear you and therefore cannot interpret.

5) The VRI machine has disconnected too many times. It is not reliable.

6) I cannot see both the VRI and what is going on in here.

7) The personnel here do not know how to set up the VRI machine.

Per federal regulations, VRI **does not** provide effective communication **unless** it meets **all** of the following criteria:

1) Real-time, full-motion video/audio over high-speed, wide-bandwidth video/wireless connection that delivers high quality video that does not produce lags, blurry or grainy images, or pauses in communication.

2) A sharply delineated image large enough to display interpreter's face, arms, hands, and fingers, and participating individual's face, arms, hands, and fingers, regardless of body position.

3) A clear, audible transmission of voices.

4) Adequate training to users of technology so that they may quickly and efficiently set up and operate the VRI.

According to the National Association of the Deaf (NAD), VRI is **not** appropriate for the following types of patients:

- * Patients who cannot see or cannot be seen by the VRI due to mobility restrictions.;
- * Patients who are heavily medicated, intoxicated, or in a lot of pain;
- * Patients who are highly emotional or present with violent tendencies;
- * Patients with cognitive limitations;
- * Patients with a secondary disability (e.g., low vision);
- * Patients who are in critical or serious condition;
- * Children.

According to the National Association of the Deaf (NAD), VRI is **not** appropriate for the following types of situations:

- * Highly sensitive communications (e.g., diagnosis or discussion of a serious illness);
- * Initial meetings with a specialist;
- * Informed consent for tests and procedures;
- * Eye exams;
- * Mental health settings;
- * Some occupational and physical therapy sessions;
- * Patient transport;
- * Conversations with multiple speakers;
- * Fast-paced interactions;
- * If the VRI cannot be seen easily due to space restrictions.



www.nad.org/VRI-card