



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 pixelating; 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) 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 with an injury that impedes their ability to view the screen;
- * Patients who are heavily medicated or intoxicated;
- * Patients who are highly emotional or present with violent tendencies;
- * Patients with cognitive limitations;
- * Patients with a secondary disability (e.g., low vision);
- * 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;
- * Eye exams;
- * Some mental health settings;
- * Some occupational and physical therapy sessions;
- * Patient transport.