

Introduction to CaptionCall IPCTS

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Audiologist, Director of
Education for CaptionCall

*Moderated by: Fawn Carson, OTD,
OTR/L, ATP, Senior Managing
Editor, OccupationalTherapy.com*

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- **Resources Tab:**
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 - customerservice@OccupationalTherapy.com
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Learner Outcomes



1. After this course, participants will be able to explain the role of the Federal Communications Commission in the Internet Protocol Captioned Telephone Services industry.
2. After this course, participants will be able to describe the functionality of the CaptionCall service.
3. After this course, participants will be able to explain the role of the Audiologist and Hearing Care Professional to determine eligibility for IPCTS captioning service.
4. After this course participants will understand how to submit referral forms for IPCTS service.



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Steve earned his Master's in Audiology from Syracuse University and has been an Audiologist for over 35 years, he has served in a variety of leadership and clinical audiology roles. Most recently, he was Vice President of Sales and Director of Audiology for a large Healthcare Provider. Previously, he was Director of Government Services and Business Development for three large Hearing Instrument Manufacturers. Steve is a member of AAA, ASHA, ILAA. He stays highly involved in the industry through continuing education seminars, conferences, social networks and professional blogs. I am an employee of CaptionCall by Sorenson and have no financial or non-financial disclosures to report.



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CaptionCall & IPCTS

Internet Protocol Captioned Telephone Service

Introduction to CaptionCall IPCTS Service

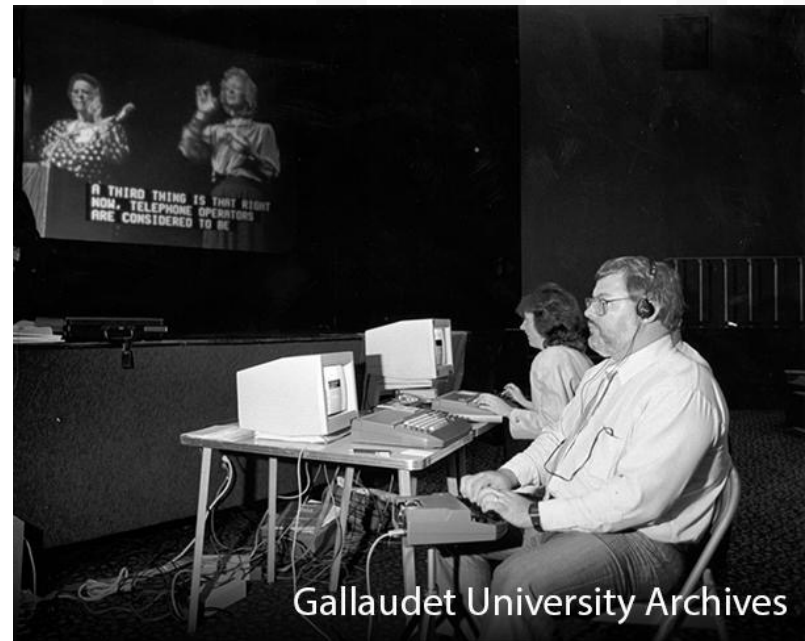


History of Closed Captioning

First Use of Captions on TV

1971 Nashville

During the *First National Conference* for the hearing-impaired, captioning was first exhibited— proving the concept works



Courtesy of [Gallaudet University](#)

History of Closed Captioning

1972

Julia Child's cooking show—
The French Chef—was the first TV
program to implement captions



History of Closed Captioning

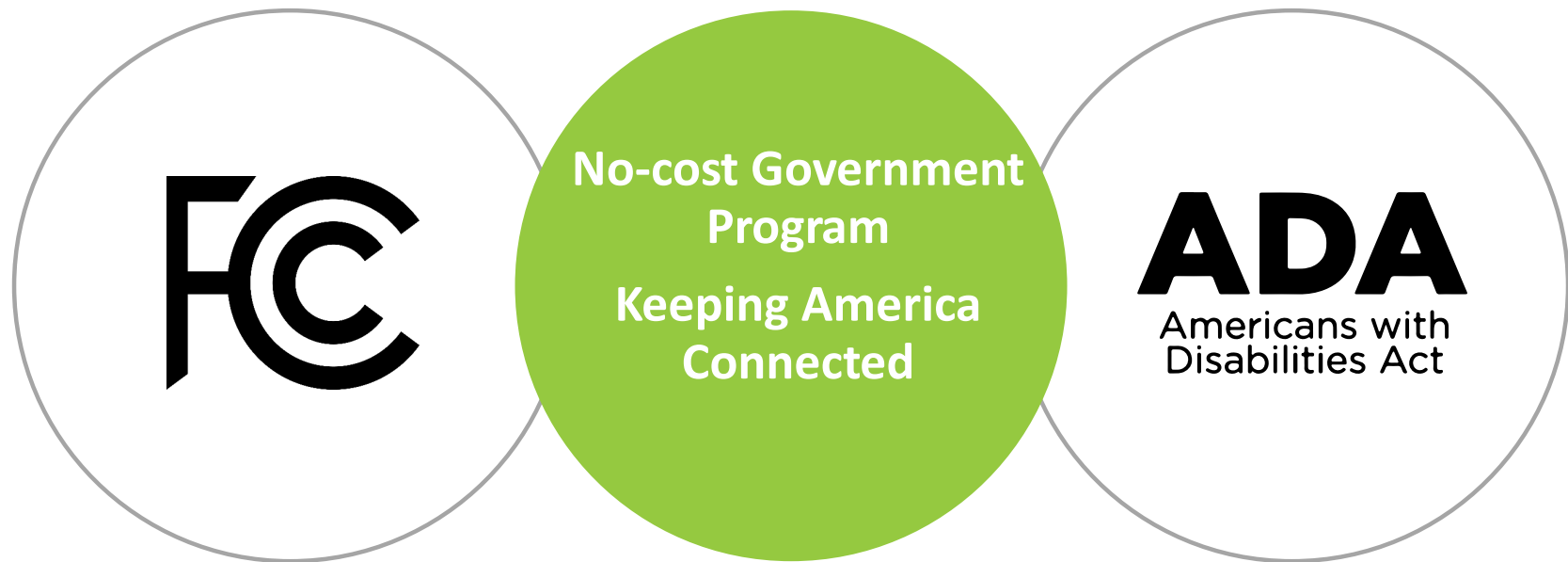
In the 1960s, scientist Robert Weitbrecht invented the **teletypewriter (TTY)** to make phone calls more accessible to people who are Deaf or hard of hearing

The modern evolution of TTY uses a relay service and scrolling captions to help people with hearing loss use telephones

Internet Protocol (IP) captioned telephones are for people with hearing loss who want to speak on the phone



How to Stay Connected



The ADA and Captioned Telephones

Americans with Disabilities Act (ADA) led to the development of relay and captioned telephone services for the deaf and hard of hearing. ADA required assistive services for qualified users **in any state, at any time**, and at a **cost no greater than what a person with normal hearing** would pay for telephone services. To be eligible for captioned telephone services **users must have hearing loss and need captions to use a phone effectively**.



Role of the FCC

- IPCTS is regulated by the Federal Government through the **Federal Communications Commission (FCC)**
- Funding for IPCTS comes from **telecommunications companies** (required by the ADA) to make their networks accessible to hard of hearing and/or deaf
- Telecommunications companies usually generate funds through charges passed on to their customers
- CaptionCall by Sorenson is a **paid per minute rate for the captions delivered** to customers and **must meet all FCC standards** for delivering the service

Internet Protocol Captioned Telephone Service

Internet Protocol Captioned Telephone Service (IPCTS):

Uses the internet to provide Captioned Telephone Service to hard of hearing individuals

Captioned Telephone Service

Eligibility requires that the individual have hearing loss that necessitates the use of captioning order to effectively communicate on the telephone



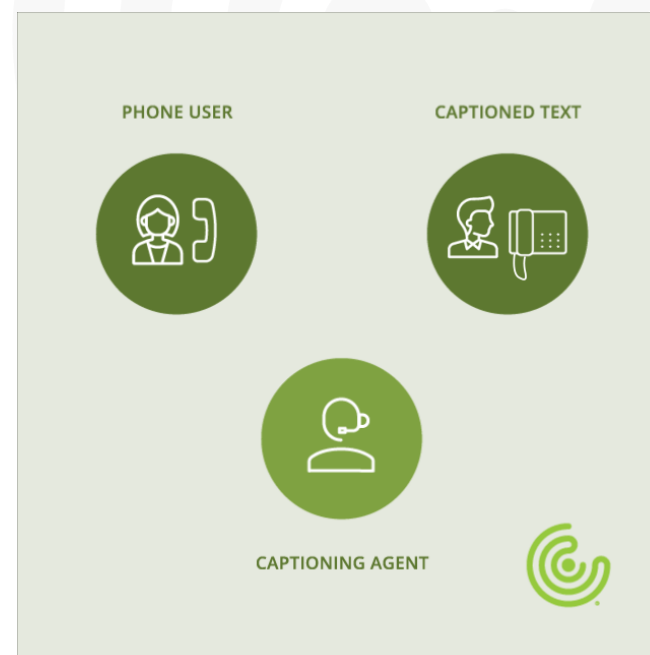
The Captioning Process

Phone User: Makes or receives call from caller

Captioning Agent (CA) or Automatic Speech Recognition (ASR): Automatically connected to the call (caller's voice)

Technology and Human involvement for accuracy

Privacy and Confidentiality Standards provided



The Importance of Captioned Telephone Service

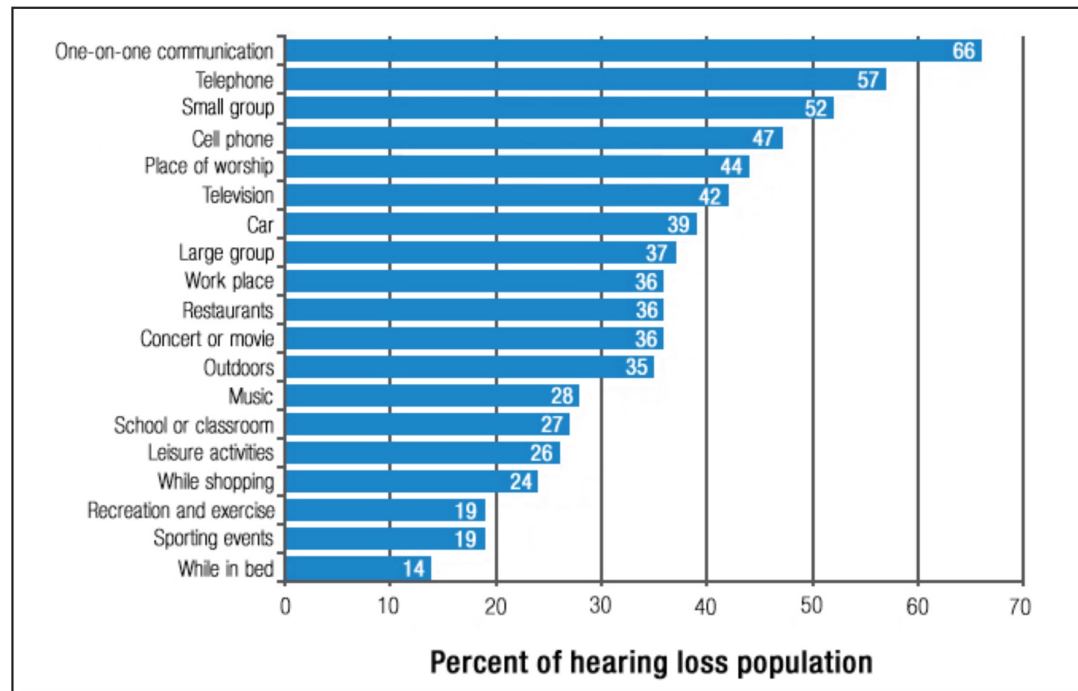
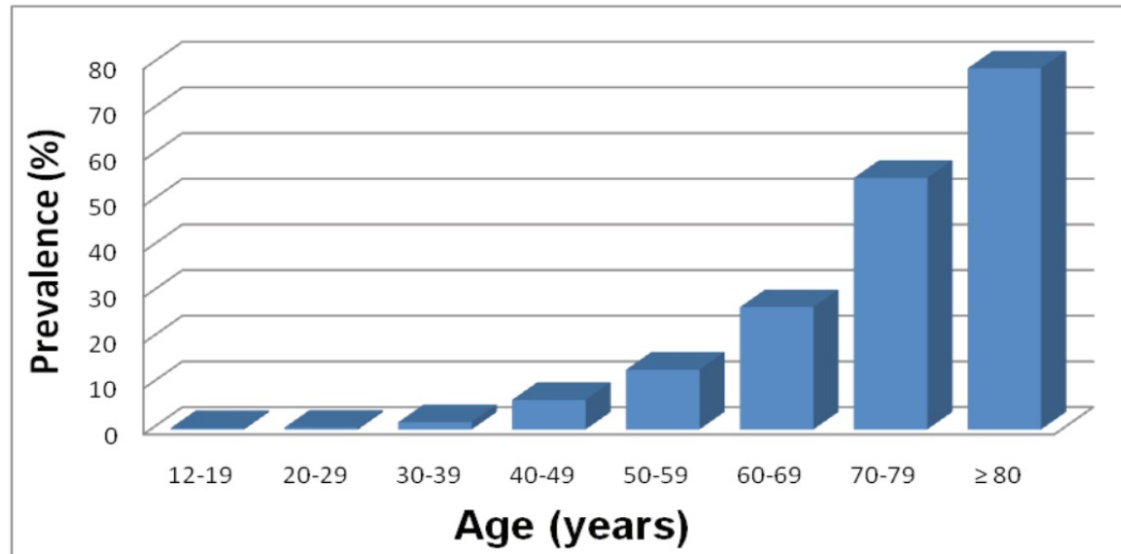


Figure 4. Relative importance of hearing in 19 listening situations; importance rated as “very important.” Total hearing loss population (n=7,260)

Hearing Loss and Healthy Aging

Figure 2 Prevalence of hearing loss in the United States 2001-2008. Hearing loss defined as the better-ear pure tone average of 0.5-4 kHz tones > 25dB. Data from Arch Intern Med. 2011 Nov 14;171(20):1851-2. doi: 10.1001/archinternmed.2011.50



What is CaptionCall by Sorenson?

CaptionCall by Sorenson is a revolutionary service for individuals with hearing loss who need captions to use the phone effectively

- Connects people with friends and family, important services
- MD & healthcare providers and 911, emergency services
- Provides Independence and helps people feel less isolated
- Effective communication over the phone is important to an individual's emotional and physical well-being.
- For some individuals, assistive technologies (e.g., hearing aids, amplified phones) may not be enough



Why use CaptionCall by Sorenson?

- Consider whether your patients **hearing loss necessitates** the use of captions to use the phone:
 - **Difficulty understanding what they hear**
 - **Asking people on the phone to repeat themselves**
 - **Complaints from others that they're not understanding**
 - **Avoiding calls because of their hearing loss**
- **Amplification may not be enough.** Captioning provides a combination of audio and visual and can make understanding phone calls easier
- **Phone and captioning service available at no cost** to your patient
- **Complimentary phone delivery, installation, training, and support**
- **Ability to turn captions on/off**, so captions are only used when needed

CaptionCall Telephone

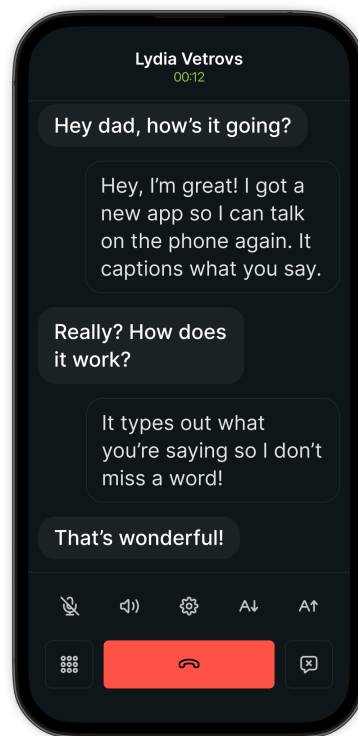


CaptionCall Mobile

Captions both sides of the conversation

Auto sync your phone contacts

Voicemail transcribed by accurate speech recognition



Pair with any device, including hearing aids

See entire call transcripts in call history

Works anywhere WiFi is available on Android or iPhone

YN: I will be working on new images with new UI screen

CaptionCall by Sorenson Mobile Applications



Personal Solutions – Phone Captioning



In home-Wireline

Delivery, installation, and hands-on training at no cost to eligible users



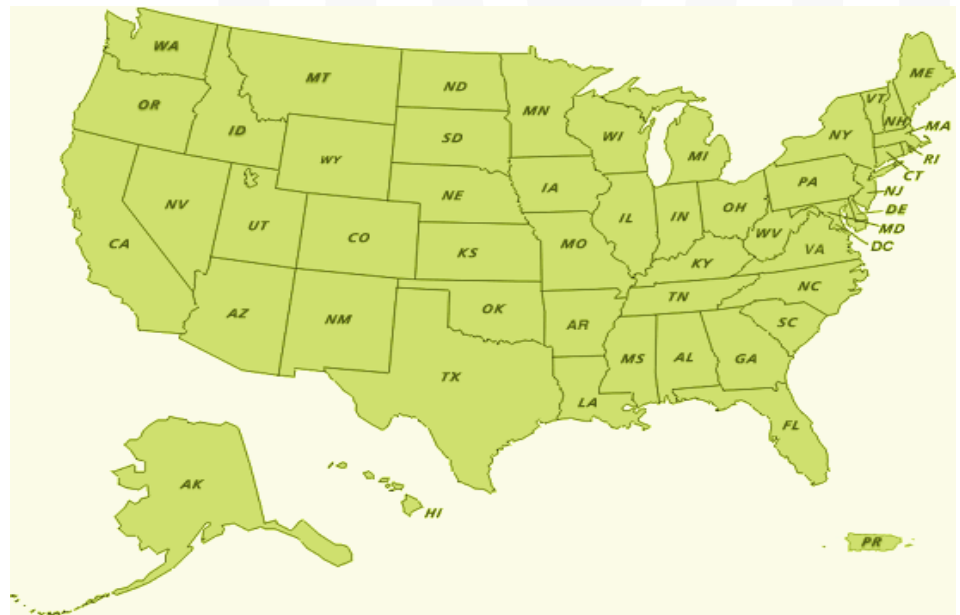
On-the-Go - Mobile App

For download in Google, Apple, and Amazon app stores at no cost to eligible users

History of Closed Captioning

CaptionCall by Sorenson is available throughout the United States and Puerto Rico.

Captions and services are available in English and Spanish.



How is CaptionCall by Sorenson Different?

RED CARPET SERVICE

- No Cost Delivery, Installation, Personalized Hands-On Training and Support
- On-going customer support
- CDC Guidelines: We have implemented procedures to ensure personal protective equipment is used by all trainers during in-home installations as requested
- Option of requesting a self-guided installation process with our customer service team over the phone
- 100% Satisfaction Guarantee

Positive Impact of CaptionCall

Important **part of the complete hearing health care solution**, with or without the use of hearing aids

Providing IPCTS to a person with hearing loss that needs captions can make an **immediate positive impact** on their and their family's lives

Offering CaptionCall service can **increase patient satisfaction** and **contribute to long-term health and well-being**

Internet Protocol Captioned Telephone Service (IPCTS) is **available at no cost for your eligible patients** that have a hearing loss that necessitates use of captioned telephone service



United States-Based Customer Support

Hundreds of CaptionCall representatives across the country provide customer service and in-home service as needed

Customer Support Team



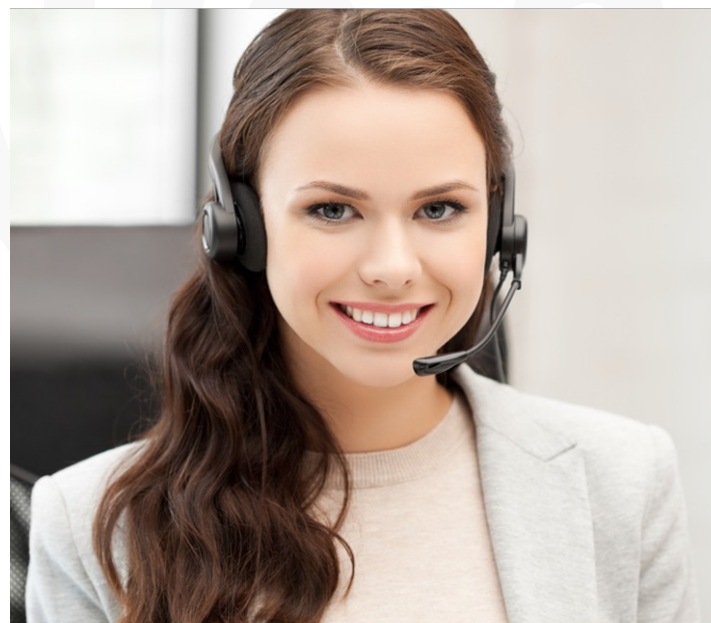
833-691-1600



support@captioncall.com



Web Chat: [Sorenson.com](https://www.sorenson.com)



Most Recommended by Professionals

- **Most widely used** captioning telephone service in the US
- **Most recommended** captioned telephone service by hearing care professionals nationwide





English Español

Schedule Services

Support



Solutions

Providers

Company

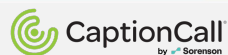
Community

Get Started



CaptionCall by Sorenson Home Phone Call Captioning

Look forward to your phone calls with quick, accurate closed captions on the large screen so you can focus on your conversations and know you're catching every word.



[Community ▾](#)[Testimonials](#)[CaptionCall ▾](#)[Providers](#)

Sound Off Project: Resources for Veteran Hearing Loss

For service members or Veterans with hearing loss, this is a space to find understanding, community, and support, including no-cost call captioning for home and mobile.



3 Easy Ways to Refer Eligible Patients



Submit Online Web Form

LINK



Refer Directly Through Practice OMS

Talk to Account Manager to Set Up



Email / Fax / Mail

Email Address

Fax #

4215 S. Riverboat Rd.
SLC, UT 84123

Refer a Patient Online

Registration services are available only to individuals who have a hearing loss and meet telephone registration requirements effectively on the website.

** Indicators require details

Patient information

First Name: Last Name:

Phone (cell): Phone (home):

Patient address:

Street Address:

Address Line 2:

City: State: Zip:

Is it a rural area? ☐ Yes ☒ No

Is it a rural area? ☐ Yes ☒ No

Is it a rural area? ☐ Yes ☒ No

Additional Contact Information (optional)

Additional Contact's Name: Last Name:

Additional Contact's Phone: Additional Contact's Email:

Referred By

Provider Name: Last Name:

Title: Street Address:

Business Phone (if applicable): Home Phone:

Account number (optional):

Address:

Street Address:

Address Line 2:

City: State: Zip:

Is it a rural area? ☐ Yes ☒ No

Is it a rural area? ☐ Yes ☒ No

Notes:

This form is not required by the Federal Communications Commission or any other government entity.

Get started with CaptionCall by Sorenson

- As an individual with hearing loss, if you need captions to use the phone because of your hearing loss, fill out the form to get our service and phone at no cost, you can also reach us at [833-691-1600](tel:833-691-1600)

Home Phone Service

- Our latest and greatest captioning telephone allows you to read your conversations in big, clear text.
- We've also included several features to make your phone calls more convenient, but whether you choose to use all or none of them, you can count on instant, accurate captions so you don't miss a word.
- CaptionCall by Sorenson service and telephone make conversations clear again for people who have hearing loss and need captions to use the phone effectively.

Get started with CaptionCall by Sorenson

If you need captions to use the phone because of your hearing loss, fill out the form to get our CaptionCall service and phone at no cost, you can also reach us at [833-691-1600](tel:833-691-1600)

Order Now!

First Name* Last Name*

Installation Address*

City* State* Zip Code*

Home Phone Number* Mobile Phone Number Secondary Contact Phone

E-mail

What is your preferred contact method?

What is your preferred language?*

How did you hear about us?

If you were assisted by a Sorenson employee
First name, Last name initial

If you were referred by an employee or a healthcare provider please enter the code in the appropriate box. Referral Number

Submit

Q & A Session



Contact CaptionCall for Support and Service

Customer Care

Have questions about your phone? Need help troubleshooting? We're here to help.

Call us:

1-877-557-2227

Email us:

support@captioncall.com

Monday – Friday: 7am – 8pm MT

Saturday – Sunday: 8am – 5pm MT

Holidays: 8am – 5pm MT

Audiologists & Hearing Care Professionals

Toll-Free dedicated line 877-385-0936



Thank you!
We Appreciate Your Support!

CaptionCall and CaptionCall Mobile are available in the United States only. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP captioned telephone service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No costs are passed along to individuals who qualify for the service. The CaptionCall phone and CaptionCall Mobile app remains the property of Sorenson in order to provide ongoing support, service, and upgrades. Patent information: sorenson.com/legal