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On a Mac

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CaptionCall[®]

by  **Sorenson**

Introduction to CaptionCall IPCTS





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.

Risk/Benefits



- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.



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, & IHS. 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.

Steve DeMari, MS, AAA, ASHA, IHS, ILAA

Director of Education & Audiology

sdemari@sorenson.com



Sorenson

Connect Beyond Words.



Sorenson Solutions



Sign Language Interpreting



Captioned Phone Calls
(CaptionCall)



CART (Communication Access
Real Time) (Stay Tuned)



Accessibility Consulting



Language Translation &
Transcription



Media Post-Production



Spoken Language Interpreting



History of Closed Captioning: The TTY/TDD



History of Closed Captioning

1971 Nashville: First Use of Captions on TV

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



Gallaudet University Archives

Courtesy of [Gallaudet University](#)

History of Closed Captioning

1972

The French Chef—
hosted by Julia Child—
was the first TV
program to implement
captions



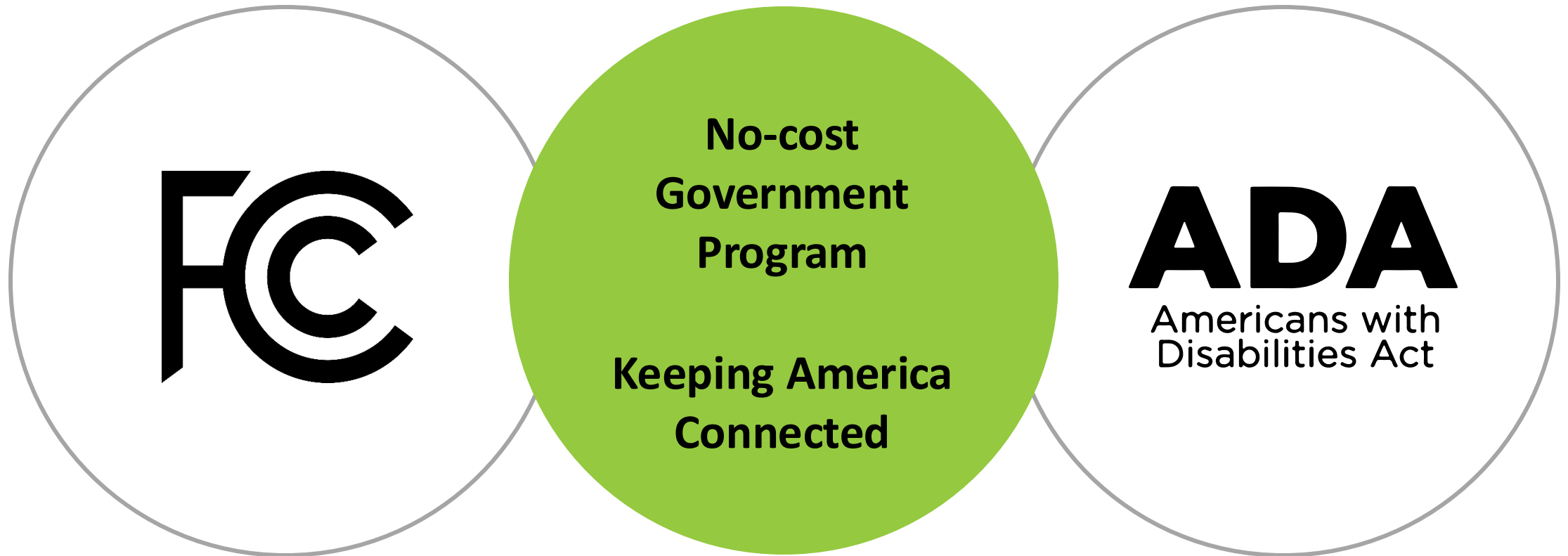


CaptionCall®

Life is Calling

www.CaptionCall.com

How to Stay Connected



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

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**



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 services to effectively communicate on the telephone



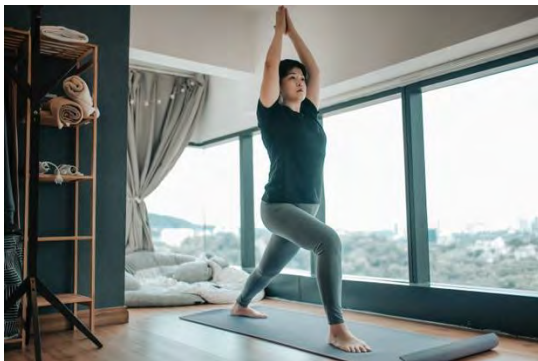
Eligibility for CaptionCall IPCTS

Internet Protocol Captioned Telephone Service (IP CTS) enables people who speak, but who have difficulty hearing over the telephone, to talk directly to another person on a telephone call and to use an IP-enabled telephone to simultaneously listen to the other person and read captions of what that person is saying. IP CTS is only for people who have a hearing loss that necessitates the use of captioned telephone service to communicate effectively on the telephone. Every person who registers to use IP CTS must attest to their need for the captioned telephone service by submitting a signed self-certification. This self-certification form is collected at the time of registration. Federal Communications Commission regulations prohibit IP CTS providers from offering or providing to any person or entity that registers to use IP CTS any form of direct or indirect incentive, financial or otherwise, to register for or use IP CTS. This prohibition also extends to hearing health providers; IP CTS providers cannot offer or provide any incentive tied to a consumer's decision to register for or use IP CTS.

If you have any questions about this notification, please contact: questions@captioncall.com or call 833-691-1600

What is CaptionCall by Sorenson?

Revolutionary service for individuals with hearing loss who need captions to use the phone effectively



The Captioning Process

Phone User:

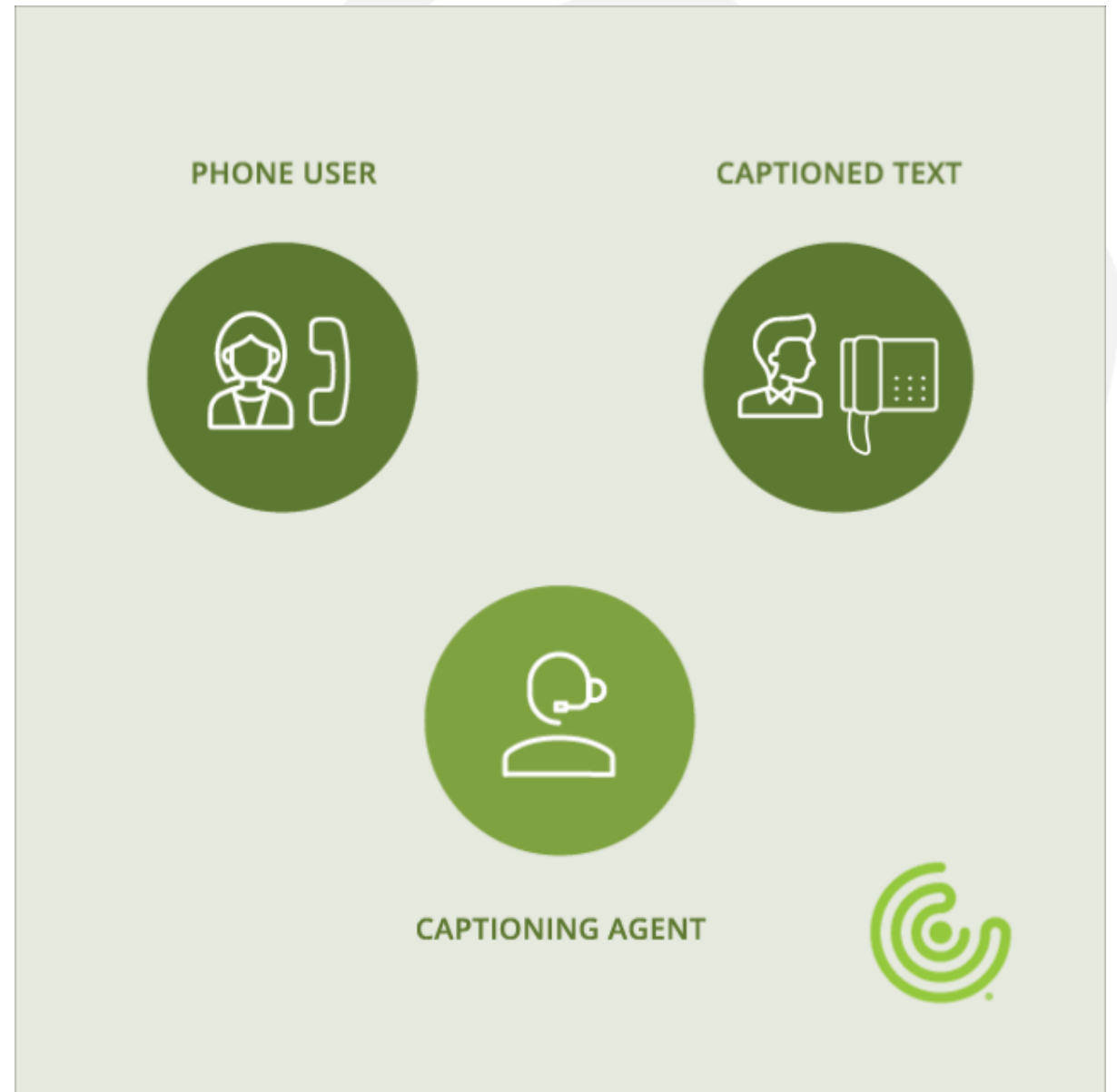
Any type of phone makes or receives an incoming call

Captioning Agent (CA) or Automatic Speech Recognition (ASR):

Automatically connected to the call (caller's voice)

CaptionCall Phone User receives transcription

Captioned Text is generated using technology and human involvement for accuracy with privacy and confidentiality standards





Turn on captions

Captions help reinforce what you're hearing on the phone and keep you from missing details.

If you need captions to appear automatically with each call:

1. Touch *Settings*. Under *DEVICE*, touch *Call Defaults*.
2. Next to *Captions*, touch *On*. It will highlight in green.

If you prefer to turn on captions manually with each call as needed:

1. Answer or dial the phone as usual.
2. Touch the green button on the screen to turn on captions.

Importance of Captioned Telephone Service

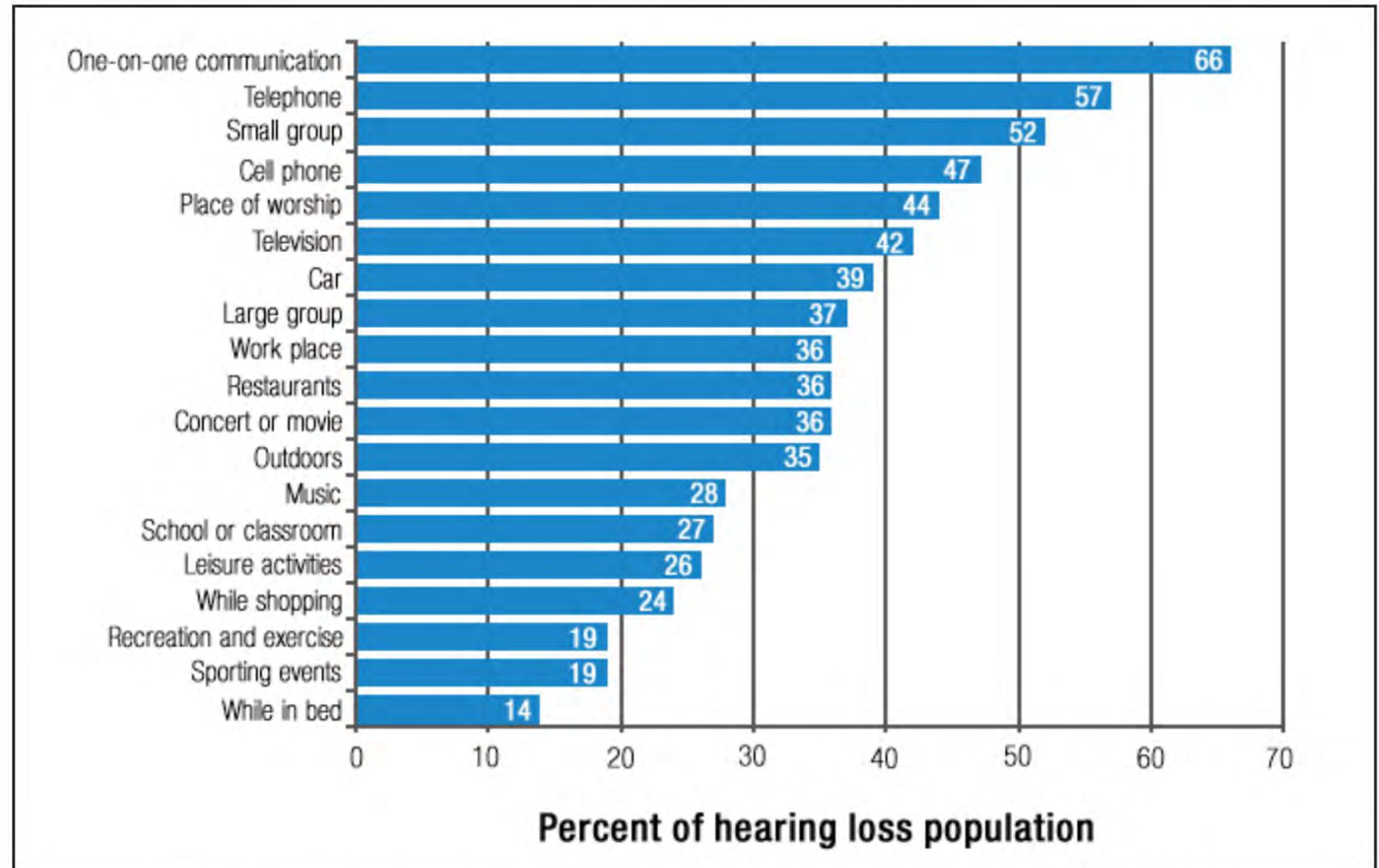
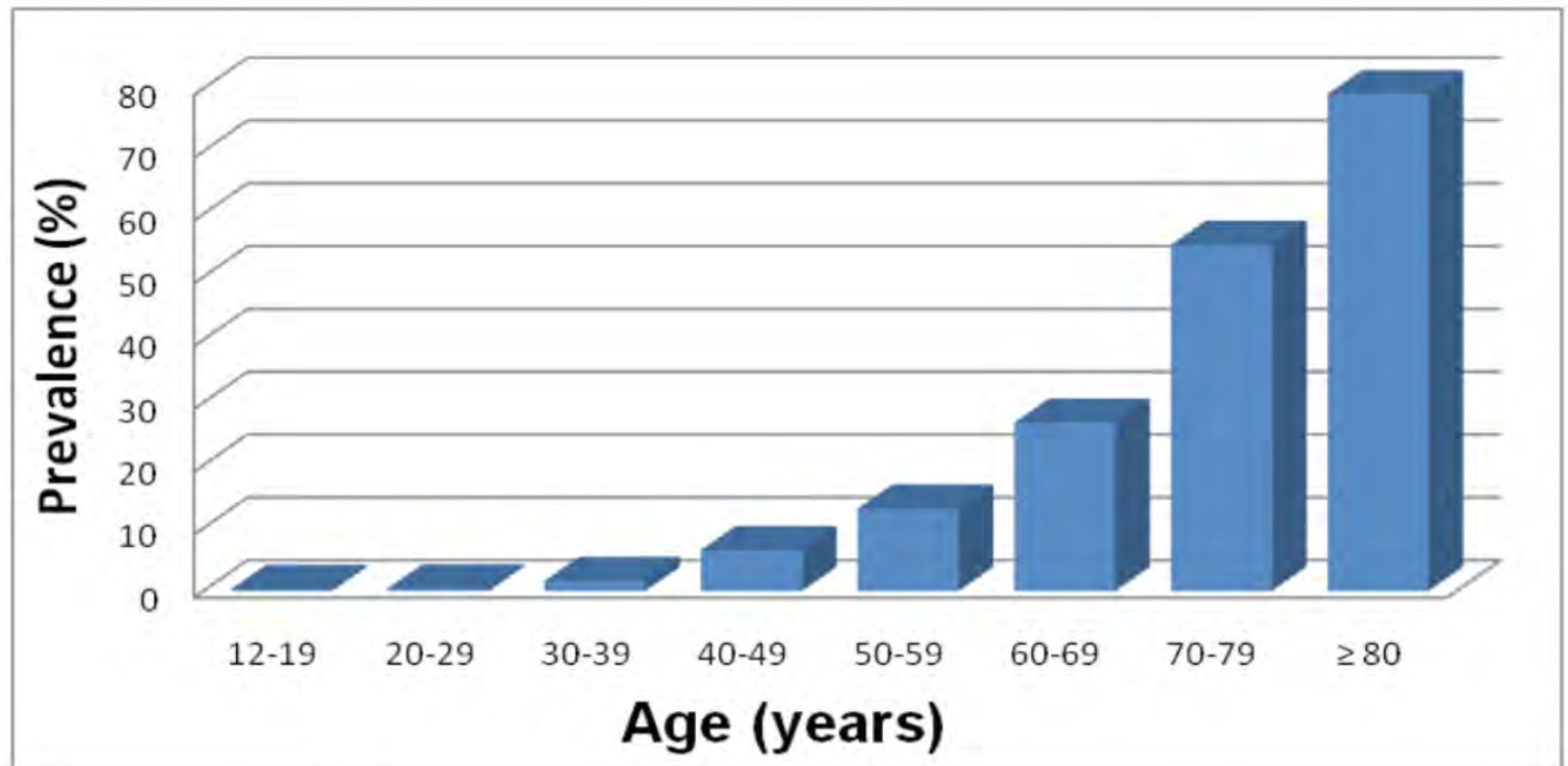


Figure 4. Relative importance of hearing in 19 listening situations; importance rated as “very important.” Total hearing loss population (n=7,260)

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



How to stay connected and productive in an aging world



- Sensory impairment (vision and hearing loss) is a major barrier to achieving a better quality of life as it is the most common cause of years of healthy life lost from disability among people 60 years of age and older. To address the problem, the WHO put forth the recommendation that older adults be screened for vision and hearing loss.
- A person with significant hearing loss may depend on the use of a telephone in a senior residential facility to communicate with her doctor.
- If the person with hearing loss cannot effectively communicate over the phone, even with hearing aids, then this function might be achieved by adding a phone that provides real time captioned text.

Why CaptionCall by Sorenson?

CAPTIONCALL CAN HELP YOUR PATIENTS WITH:

- 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

FEATURES PATIENTS LOVE ABOUT CAPTIONCALL:

- 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
- Captioning provides a combination of audio and visual and can make understanding phone calls easier

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 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



CaptionCall Home Telephone



Meet the CaptionCall phone

Switch hook button

Press to hang up a call.

Touchscreen display

Shows captions and lets you interact with the phone interface.

Speaker

Audio output for the speakerphone.

Voice Messages button

Press to hear and read voice messages.

Telephone keypad

Dial a call manually.

Speakerphone button

Press to turn on speakerphone, even when the handset is still in the cradle.

Volume dial

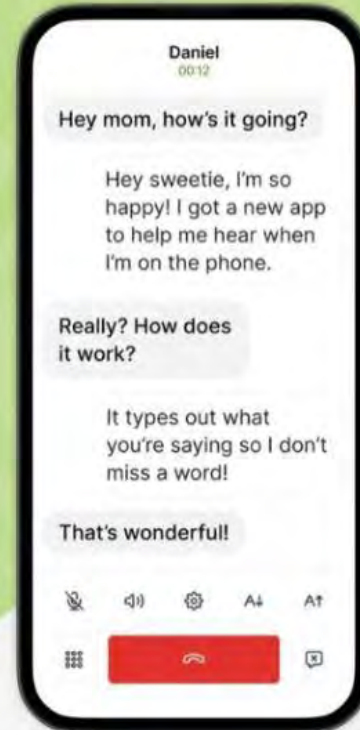
Controls both call volume and ringer volume. Rotate clockwise to increase volume and counterclockwise to decrease volume. Dial light bar will change from green to amber to red as volume increases.



Have trouble hearing on the phone?

No-cost call captioning for people with hearing loss

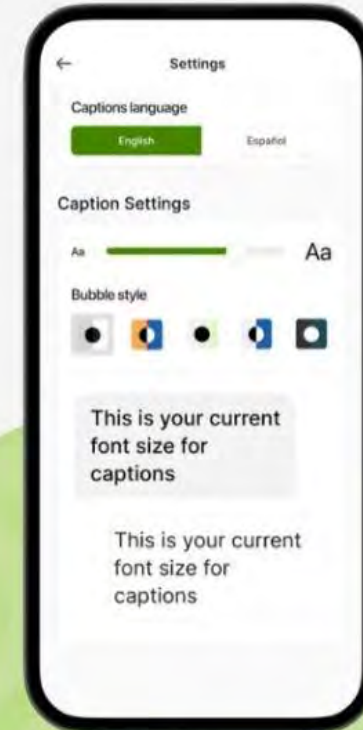
Read It As They Say It, in Real Time



Unbeatable Speed & Accuracy



Adjust Caption Size & Styles



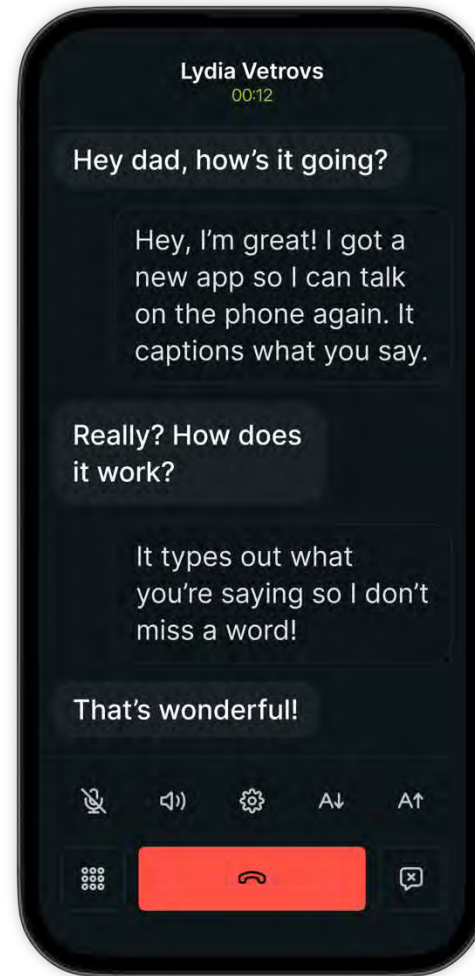
CaptionCall's app is no-cost to qualified users and is available for Android and iPhone devices.

CaptionCall Mobile

Captions both sides of the conversation

Auto sync your phone contacts

Voicemail transcribed by accurate speech recognition

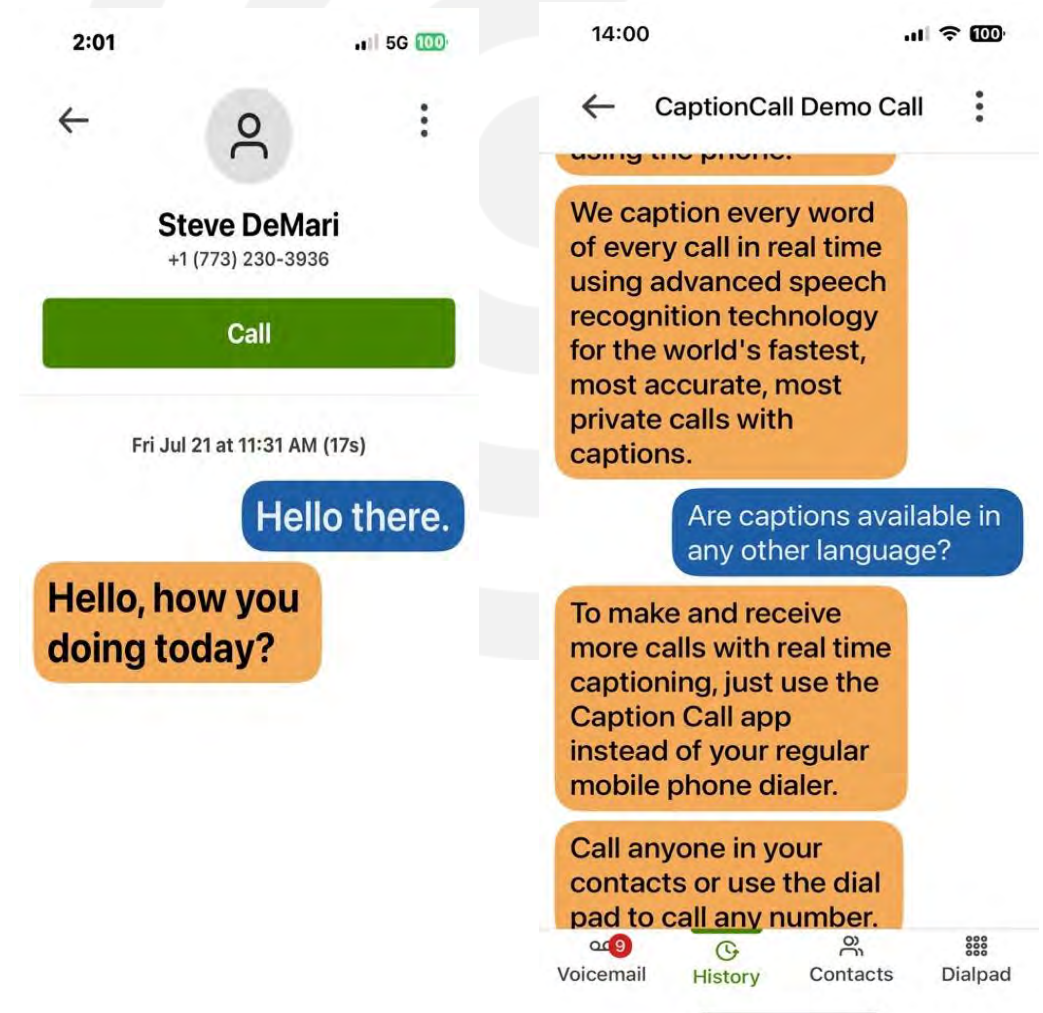
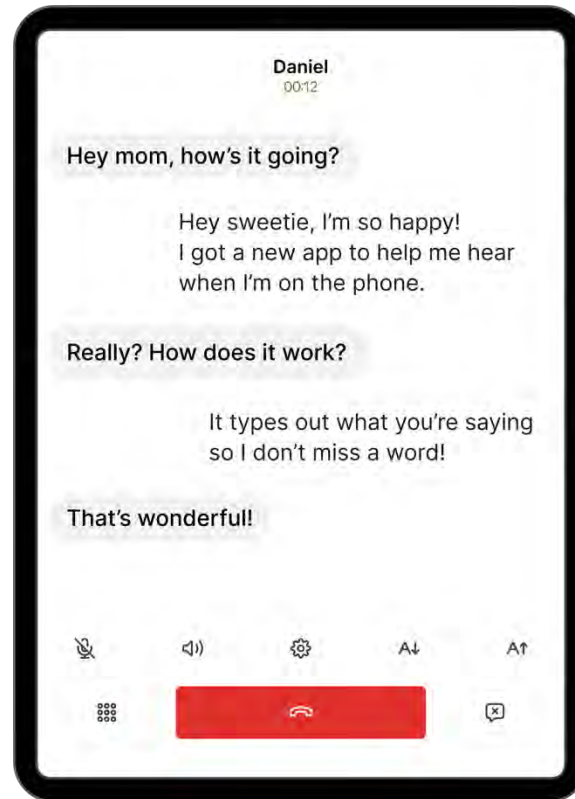
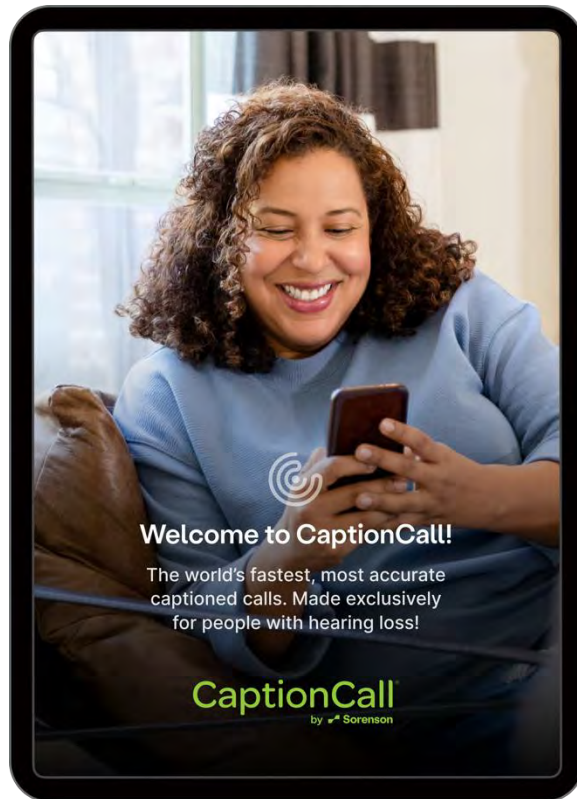


Pair with any device, including hearing aids

See entire call transcripts in call history

Works anywhere Wi-Fi is available on Android or iPhone

CaptionCall by Sorenson Mobile Application



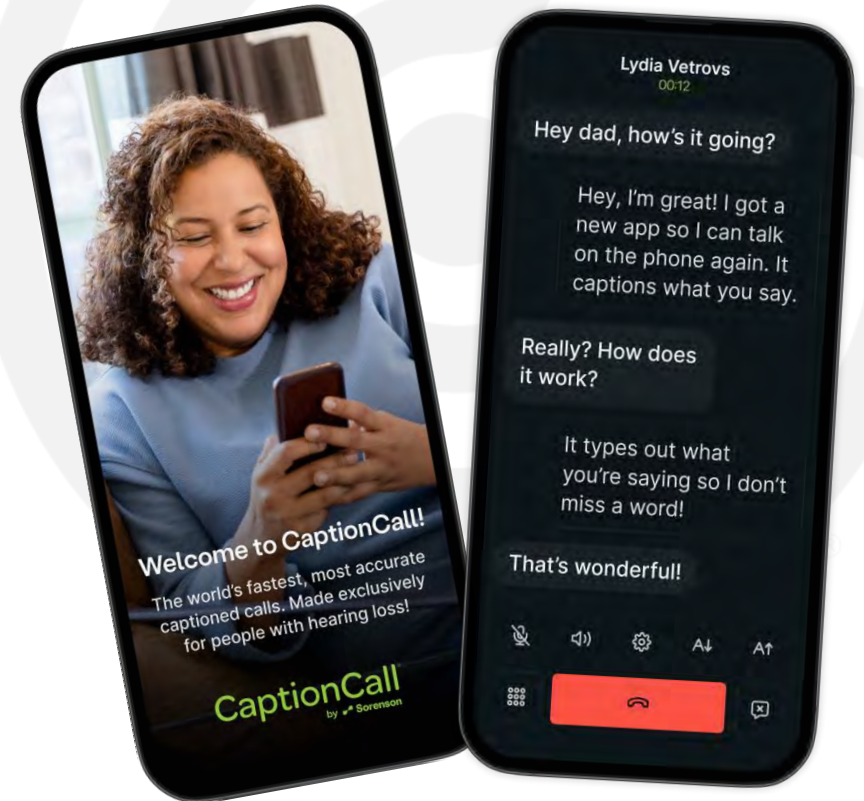
Captions on-the-go! Understand every word of every call, everywhere.

A choice in Personal Phone Captioning Solutions



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

CaptionCall Availability

- ❖ CaptionCall by Sorenson is available throughout the United States and Puerto Rico.
- ❖ Captions and services are available in English and Spanish.



How CaptionCall is Different: RED Carpet Service



On-going Customer Support via email, phone, or web-chat

CDC Guidelines for PPE available during in-home installations as requested

Self-guided Installation Option with our customer service team over the phone

100% Satisfaction Guarantee

No Cost Delivery, Installation, Personalized Hands-On Training and Support

All interaction is with CaptionCall Essential Employees: Account Managers, Technicians are back-ground checked

United States Based Customer Support

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

Customer Support Team



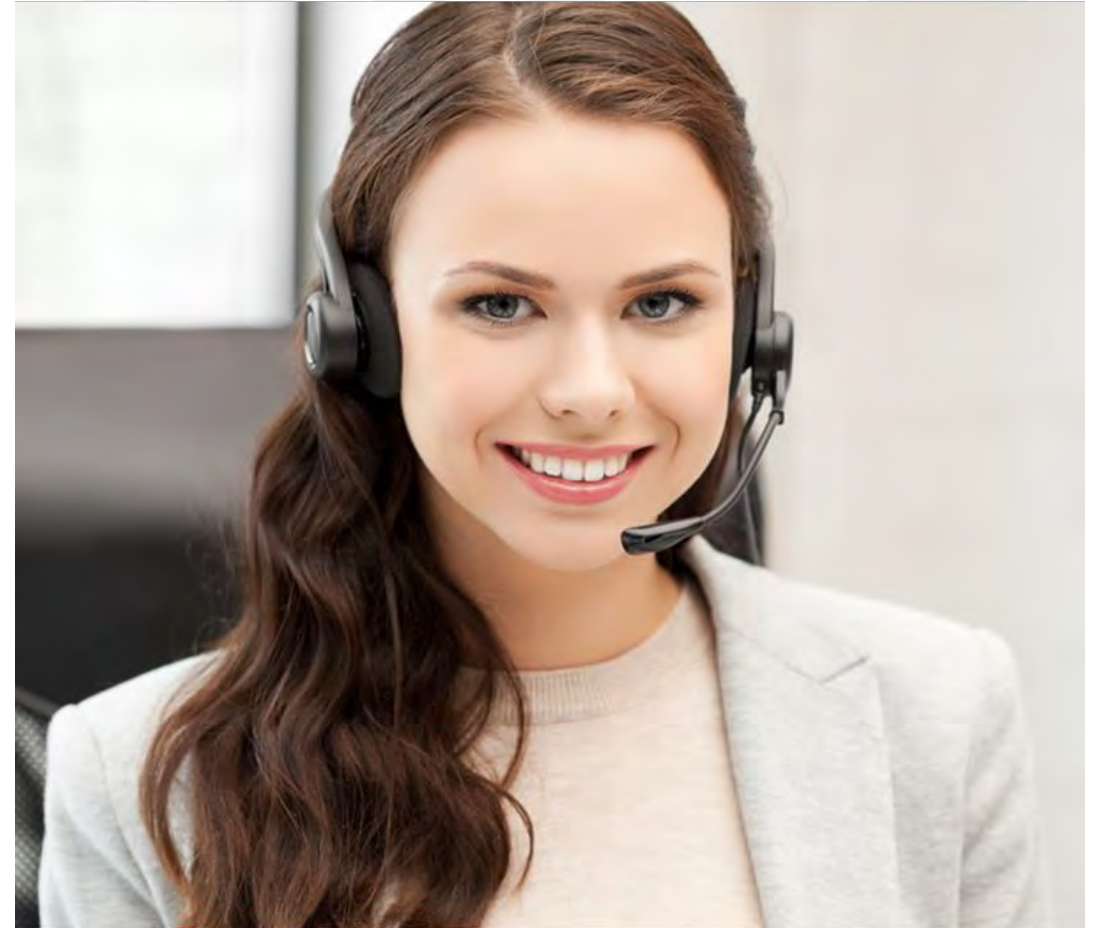
833-691-1600



support@captioncall.com



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



Most Recommended by Professionals

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

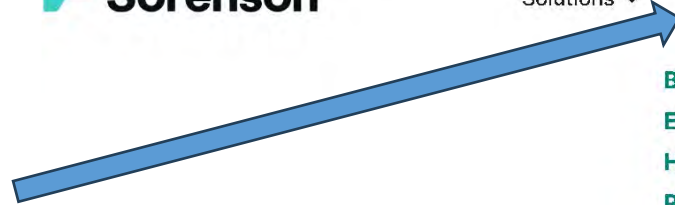




Sound Off Project: Resources for Veteran Hearing Loss

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.





[Become a Provider](#)

[Education and Training](#)

[How to Refer a Patient](#)

[Refer a Patient](#)

Enjoy your phone calls with an effortless caption phone experience at no cost if you're hard-of-hearing or Deaf and need captions to use the phone.

Get started with CaptionCall by Sorenson

Step 1: What is your name?

Step 2: Where will we install CaptionCall?

Step 3: How can we reach you?

Step 4: Just a few more questions.



Referral Methods



Submit Online Web Form

sorenson.link/patient_form



OMS - Refer Directly

Talk to Account Manager



Email / Fax / Mail

Email: certification@captioncall.com

Fax: # 1-888-531-1906

Mail to:

4215 S. Riverboat Rd.
SLC, UT 84123

Refer a Patient Online

CaptionCall's service is available only to individuals who have a hearing loss and need telephone captioning to communicate effectively on the telephone.

* indicates required fields

Patient information

Patient name *
First Last
Patient email Patient phone *
Patient address *
Street Address
Address Line 2
City State / Province / Region
ZIP / Postal Code Country
Patient's primary language * Patient's desired products *

Additional Contact Information (optional)

Additional Contact's Name
First Last
Additional Contact's Phone Additional Contact's Email

Referred By

Provider Name *
First Last
Title Email Address
Business Name (if applicable) Phone Number
Account number/promo code
Address *
Street Address
Address Line 2
City State / Province / Region
ZIP / Postal Code Country

Notes

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

Office Management System



Noah 4

NOAH 4

Add the CaptionCall by Sorenson module to your Noah software to easily integrate requesting the service into your patient records

[Get the NOAH module »](#)



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)

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*		
Start typing an address...		
City*	State*	Zip Code*
Home Phone Number*	Mobile Phone Number	Secondary Contact Phone
E-mail		
What is your preferred contact method?		
v		
What is your preferred language?*		
v		
How did you hear about us?		
v		
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

CaptionCall Support & Service



833-691-1600



support@captioncall.com



Hearing HealthCare Professional Dedicated:

877-385-0936

Monday – Friday:

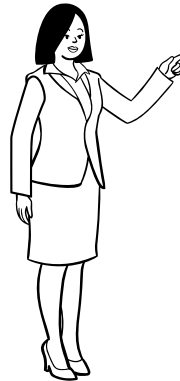
7am – 8pm MT

Saturday – Sunday:

8am – 5pm MT

Holidays:

8am – 5pm MT



We're Here To Help!

- Have questions?
- Need help troubleshooting?
- Want to refer a patient?

Account Manager

National Team

Lauren Fettig - LFettig@sorenson.com

Steve DeMari - SDeMari@sorenson.com



Thank you for your time!
We Appreciate Your Support!

Follow us



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](https://www.sorenson.com/legal)

FAQs

