



CEU

CaptionCall Mobile

30-minute course





Lauren Fettig

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Lauren Fettig brings over 15 years of hearing health experience to her role as Director of National Accounts at CaptionCall. Previously, she spent six years at Starkey Hearing Technologies working in government sales and practice development, giving her deep insight into the clinical side of hearing care.

Lauren now builds strategic partnerships and leads the CaptionCall's Veteran channel, helping providers treat the "holistic hearing journey" through IPCTS. Her passion is personal: watching her cousin's life transform after receiving hearing aids—hearing a car seatbelt ding for the first time—cemented her dedication to helping anyone experiencing hearing loss overcome isolation.

Outside of work, Lauren loves traveling, playing in any of Minnesota's 10,000 lakes, and spending time with her family and dog, a black lab named Frankie.



Learner Outcomes



Participants will be able to explain how the CaptionCall IP CTS mobile application functions for the hard-of-hearing.



Participants will be able to understand the requirement, eligibility, and modes for referring patients to CaptionCall services.



Participants will be able to understand the beginnings of IP CTS by the ADA and the regulation of it by the FCC.



What is CaptionCall?



Internet Protocol Captioned Telephone Service (IP CTS)

Uses the internet to provide captioned telephone service to hard of hearing individuals



The individual must have hearing loss



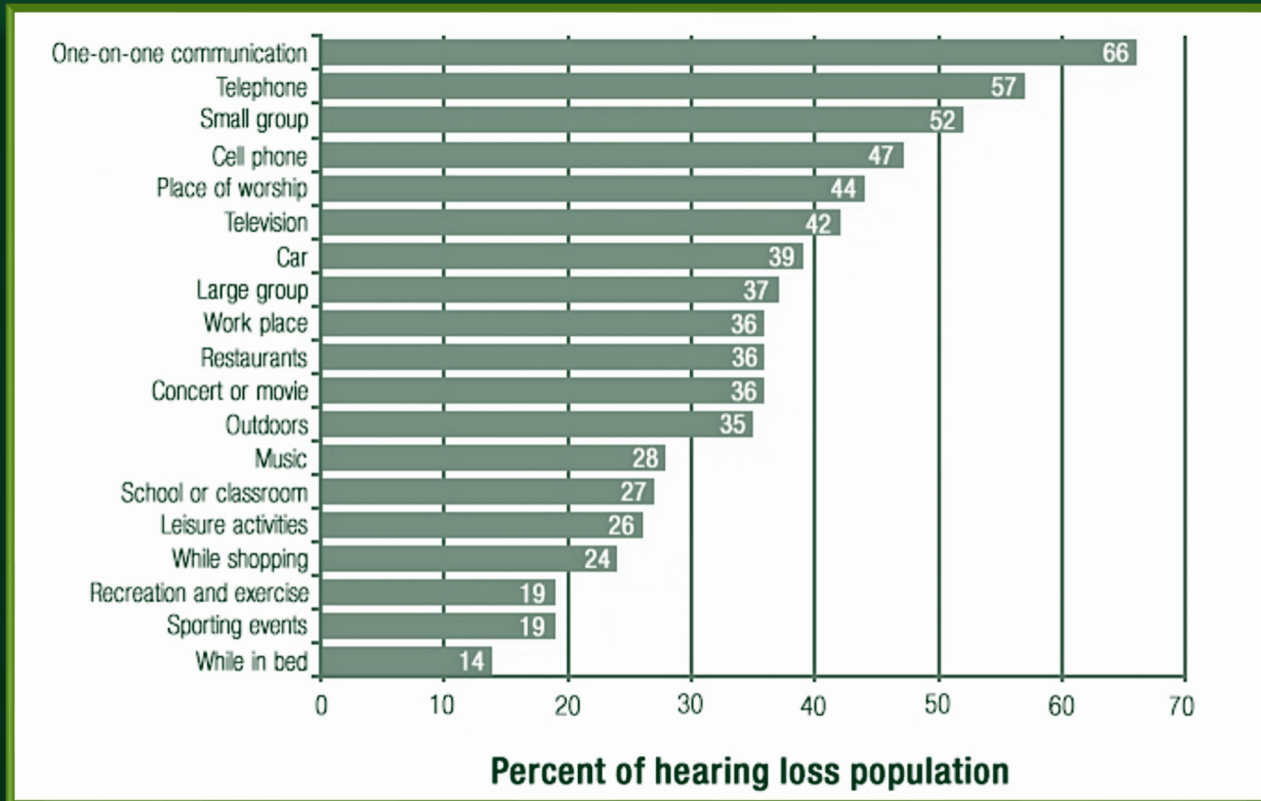
Requires captioning service to effectively use the phone



How to Stay Connected



Importance of Captioned Telephone Service

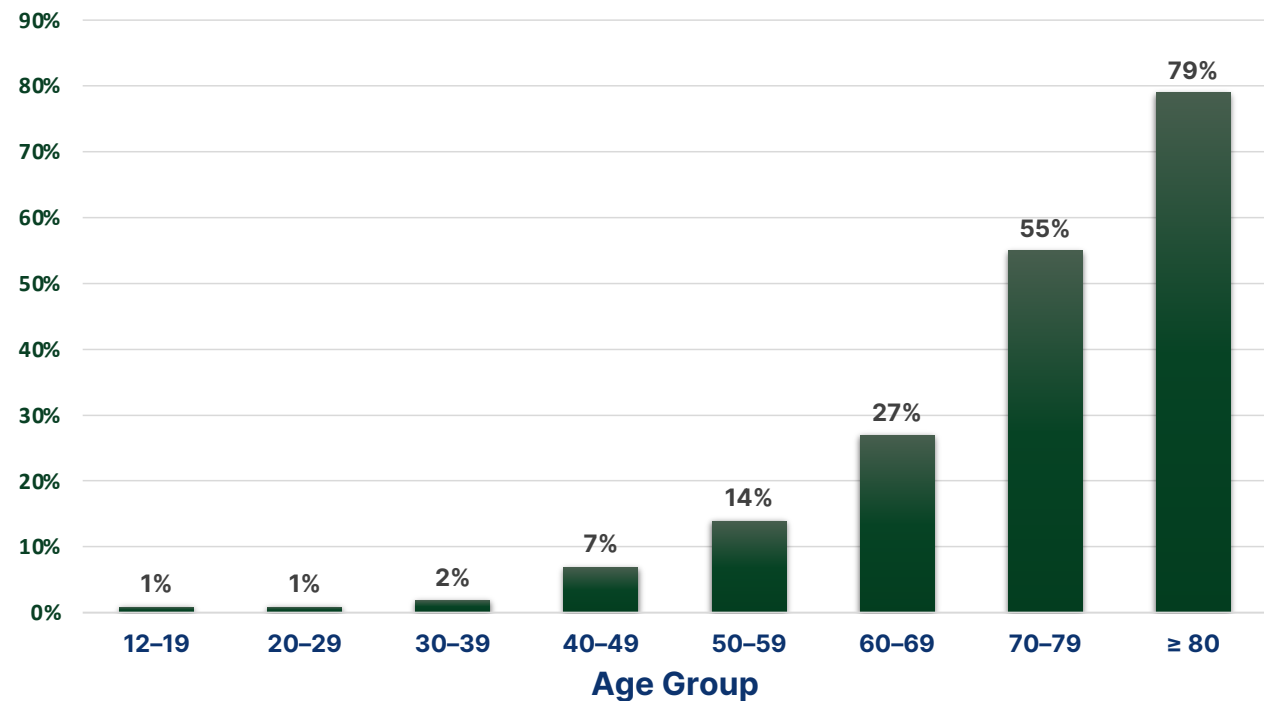


Source: Kochkin, "Captioned Telephone Service and Hearing Loss," *Hearing Review*, March 2013.



Hearing Loss and Healthy Aging

Prevalence of Hearing Loss in the US 2001-2008



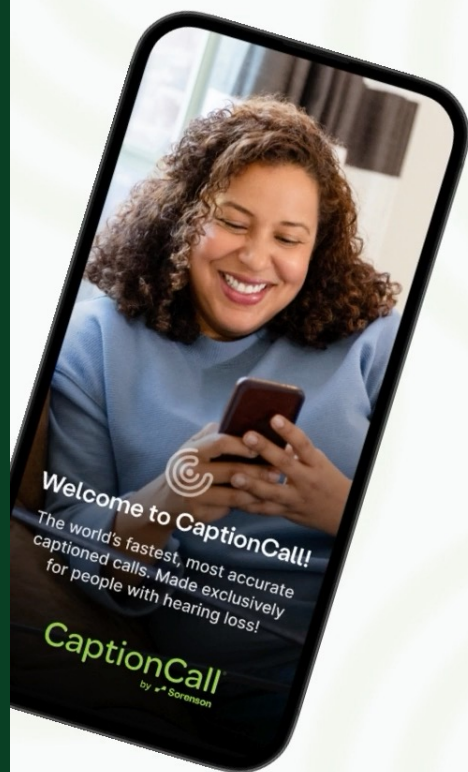
Hearing loss defined as the better-ear pure tone average of 0.5-4 kHz tones >

Source: F.R. Lin, "Hearing Loss and Healthy Aging," Johns Hopkins/CaptionCall Whitepaper, 2018.



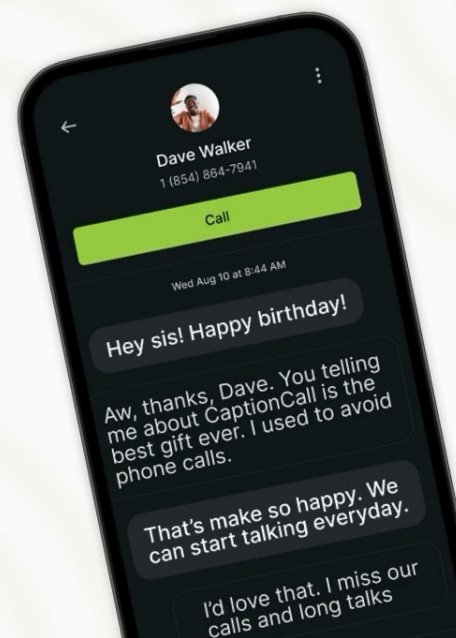
CC Mobile





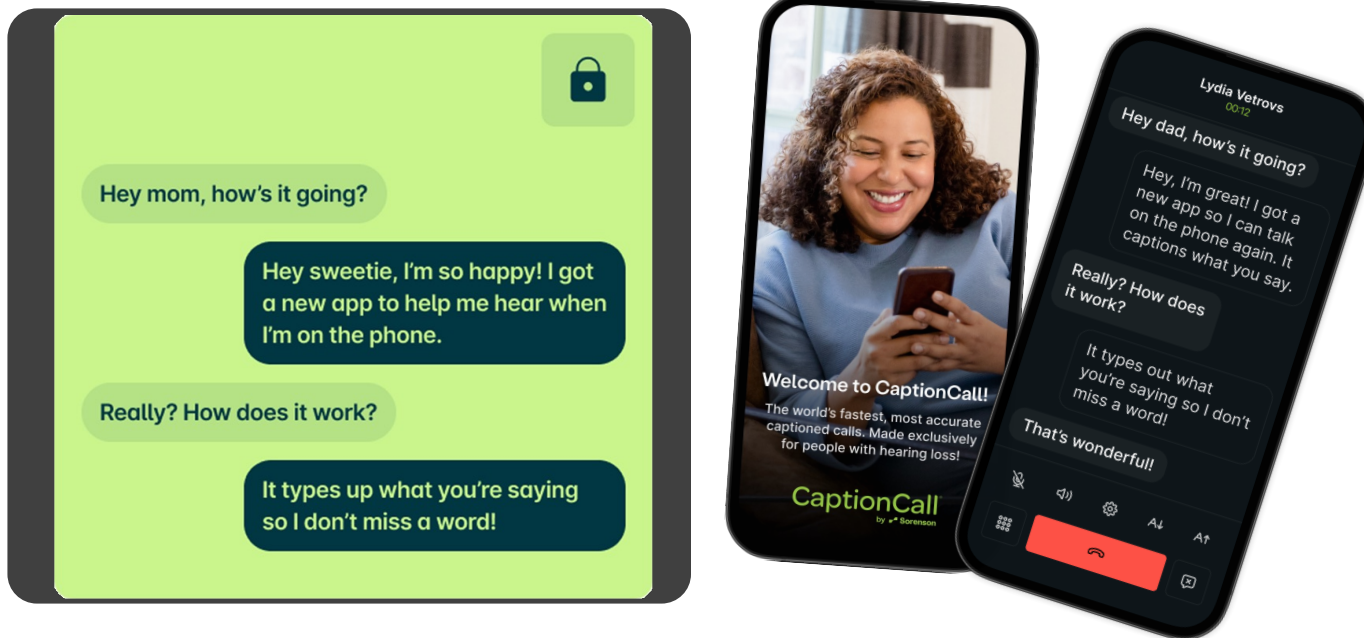
CaptionCall Mobile

is a no-cost,
award-winning,
FCC-certified app



Captions On-the-Go

Provide eligible patients with the freedom to communicate anywhere. CC Mobile is ideal for active patients or those without a landline turning a device into a captioning screen.



How the App Works

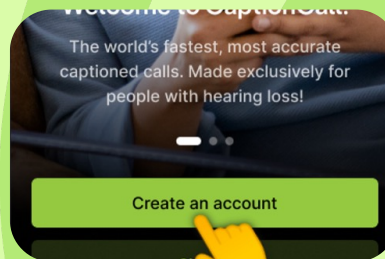
Mobile captioning functions like a standard speakerphone call, displaying live captions directly on a phone's screen.

Registering only takes a few minutes.



1

Download the CaptionCall Mobile from app store.



2

Register and create an account within the app.



3

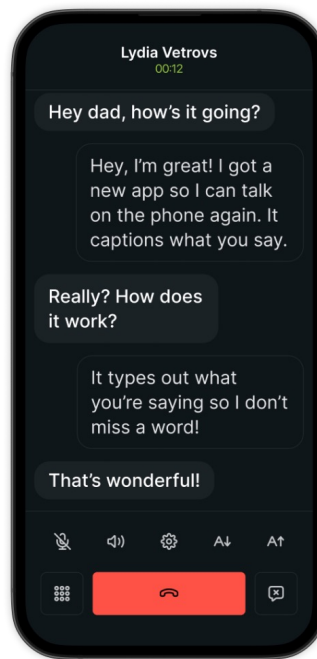
Make and receive calls in the app and read along with live captions.

CaptionCall Mobile Features

Captions both sides of the conversation

Auto sync phone contacts

Voicemail transcribed by accurate speech recognition



Pairs with any device, including hearing aids

See entire call transcripts in call history

Works anywhere Wi-Fi is available on Android or iPhone



In-office Mobile App Referrals



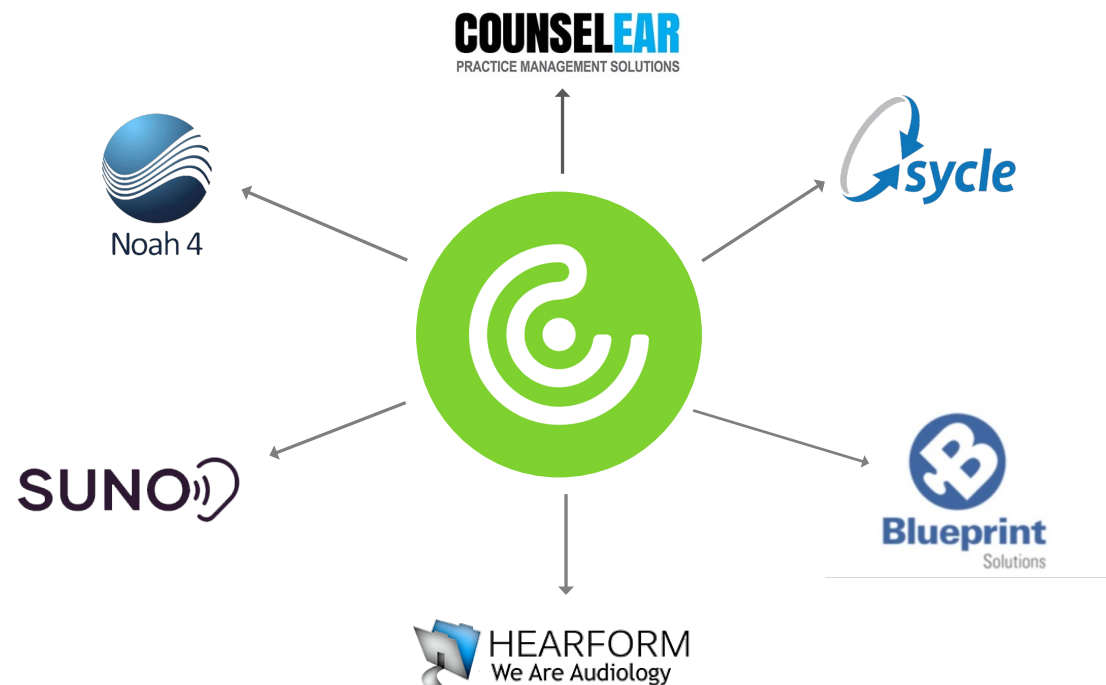
Mobile Brochure: Uses a QR code to be directed to app store.



**Scan to download
the CaptionCall
Mobile App**



OMS Referral Integrations



Let's Connect



833-691-1600



support@captioncall.com



Hearing HealthCare Professional:
877-385-0936

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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



References

Slide 7

Source: Kochkin, "Captioned Telephone Service and Hearing Loss," Hearing Review, March 2013.

Slide 8

Source: F.R. Lin, "*Hearing Loss and Healthy Aging*," Johns Hopkins/CaptionCall Whitepaper, 2018.

Data from Arch Intern Med. 2011 Nov 14;171(20):1851-2. doi: 10.1001/archinternmed.2011.50

