



**CANADA VIDEO RELAY SERVICE (VRS)** is a telecommunication service that allows Deaf, Deaf-Blind or Hard of Hearing patients make telephone calls using internet and cell phone-based technologies. VRS callers connected with a sign language interpreter who provides simultaneous interpreting in American Sign Language (ASL) or Langue des signes québécoise (LSQ). VRS is free to use.

### CALLING A DEAF, DEAF-BLIND AND HARD OF HEARING PATIENT

1. Using any telephone, the Health Care Provider dials the patient's Canada VRS 10-digit telephone number.
2. Based on the language settings of the patient, the call is answered by either an ASL or LSQ Canada VRS Video Interpreter.
3. The Video Relay Interpreter will give a short greeting. When the calling party is ready, the call is put through.
4. The Video Relay Interpreter dials the patient's number. As long as patients have their device turned on and logged into Canada VRS, the app will signal an incoming call.
5. Once the patient has answered, the Video Relay Interpreter will introduce the Health Care Provider caller using sign language.
6. If there is no answer, Health Care Provider may elect to leave a Video Mail message, which the Video Relay Interpreter will interpret.
7. When the call is finished, either the patient or Health Care Provider will hang up.

### LEAVING A VIDEO MAIL MESSAGE

If the patient missed the call and has Video Mail, please leave a message.

1. Name of the caller from which health care facility or department
2. Direct Number to call back
3. Reason for calling

If there is no Video Mail, please try call back at different times.

### RECEIVING A CALL FROM DEAF, DEAF-BLIND AND HARD OF HEARING PATIENT

1. When Health Care Provider receives a VRS call, the first thing they will hear is a Video Interpreter saying, **"Hello, this is Canada Video Relay Service; the caller is calling using American Sign Language...."** Sometimes there is a short delay while the Video Relay Interpreter connects you with your caller so **please stay on the line.**
2. Once the Health Care Provider answers, the Video Relay Interpreter will let them know that a patient is calling.
3. If it is a first-time call, the Video Relay Interpreter will explain how a Canada VRS call works.
4. When the call is finished, either the patient or Health Care Provider will hang up.

### TIPS

**Speak to the patient** just as if you were speaking to a hearing person. In other words, do not say, "Tell him..." or "Tell her..." Instead, talk directly to the patient, just like you do on a regular voice call.

### FREQUENTLY ASKED QUESTIONS

#### HOW DOES A PATIENT RECEIVE A VRS CALL?

The patient will see an incoming call notice (vibrate, flash, ring, etc.) on their device (smartphone, tablet or computer). The "ringing" behaviour will depend on the device being used and the user settings.

#### WHY HAS THE PATIENT MISSED THE VRS CALL?

Using VRS requires the patient to use their cellular data plan. Not all patients have VRS enable on their device while using data and only work on WI-FI.