

Instructions for Communication Support Tools Available on iPads

Sign Video App

Who is it for?

Deaf patients using British Sign Language (BSL)

What does it do?

Provides a quick link to an online British Sign Language Interpreter who can support you to communicate with your Deaf patient

When is it available?

24 hours a day, 7 days a week

How to use

- Open sign video App
- Go to Search Directory at the top left of the iPad
- Type in 'NHS Greater Glasgow and Clyde VRI Service'
- Press phone icon
- At the bottom of the screen. Please ensure the microphone and screen is switched on
- Wait for the BSL Interpreter to appear online.

If you have issues using the app, please contact Health Improvement Specialist (Deaf Community) at Paul.Hull@ggc.scot.uk

Contact Scotland

Who is it for?

BSL users who wish to call or receive a call from hearing family member.

When is it available?

24 hours a day, 7 days a week

How to use

- Open the 'Contact Scotland' App
- You will be asked for your username and password. Please use the following:
 - If the patient is already registered with Contact Scotland use the patient's own log-in details
 - If the patient is new to using Contact Scotland help the patient to register via the following link to set up their own unique username and password <https://contactscotland-bsl.org/reg/>
 - As a default the following username and password can be used:
 - Username for all is **QEUH1**
 - Password for all is **access1**

- Click the login tick at bottom of the page
- Click on the  'Click/Tap to connect to online BSL/English Interpreter' in the right hand column
- Give the iPad to the patient, you can hear and speak to the interpreter from a distance, there is no need to see the interpreter
- Once the call has been completed, click on settings and logout.

If you have issues using the app, please contact Health Improvement Specialist (Deaf Community) at Paul.Hull@ggc.scot.uk

Capita App

Who is it for?

Patients who do not speak English but who speak another language.

What does it do?

Provides a telephone interpreter to help communicate with a patient who speaks another language or for staff to call out to a patient or family member who is not on the ward.

When is it available?

24 hours a day, 7 days a week

How to use

- Open the Capita Live App
- Enter your email and password This can be found here:
<http://www.staffnet.ggc.scot.nhs.uk/INFO%20CENTRE/INTERPRETINGSERVICES/Pages/InterpretingServices.aspx>
- You will only need to log in once (details are automatically saved)
- Press the arrow on the screen
- Press 'OK' to accept access to camera
- Press 'OK' to accept access to microphone
- The screen will now say 'Connect with a Language Interpreter – press the telephone 'Get Interpreter'
- Click the spyglass to change the language you wish to choose
- You will now be connected to an interpreter
- Use the speaker on the iPad to start the session.
- To phone your patient click on 'Add Call' and entering their number.
- Click 'merge'.
- Proceed with call as standard giving the interpreter time to speak. Use short, clear sentences.

If you have issues using the app, please contact Interpreting team lead Andrew Stewart at Andrew.Stewart2@ggc.scot.nhs.uk

AVA App

Who is it for?

Patients with a hearing loss who would normally lip-read and cannot because of the use of masks.

What does it do?

Provides a written caption of what you are saying in real time for the patient to read.

When is it available?

24 hours a day, 7 days a week

How to use

- Open the AVA app.
- You will be asked to select which option is required:
 - I am **Deaf** and use **Sign Language**
 - I am **Deaf / Hard-of –Hearing**
 - I can **Hear** well
- You will be asked to set-up an account
 - Select 'use work email'
 - Enter your work email address
- Click the microphone icon to caption whoever is speaking.
- Place your device less than 12 inches away from your mouth and AVA should transcribe more than 85% of the words correctly.
- Ensure the patient can see your device.
- Make sure you check what you're saying is captioning correctly.

If you have issues using the app, please contact Health Improvement Specialist (Deaf Community) at Paul.Hull@ggc.scot.uk

999 BSL Emergency Video Relay Service

Who is it for?

Deaf patients requiring access to an emergency service: Police, Ambulance or Fire service

What does it do?

Providing an online BSL interpreter directly to emergency services

When is it available?

24 hours a day, 7 days a week

How to use

- Open the 999 BSL app
- Ensure the video and audio icon is switched on at the top right of the screen
- Press the red button stating "Call 999 Emergency now"
- Wait for an interpreter to appear on screen.