

On-demand Services: Video Remote Interpreting (VRI) Overview

October 16, 2024
9 – 10:00 am

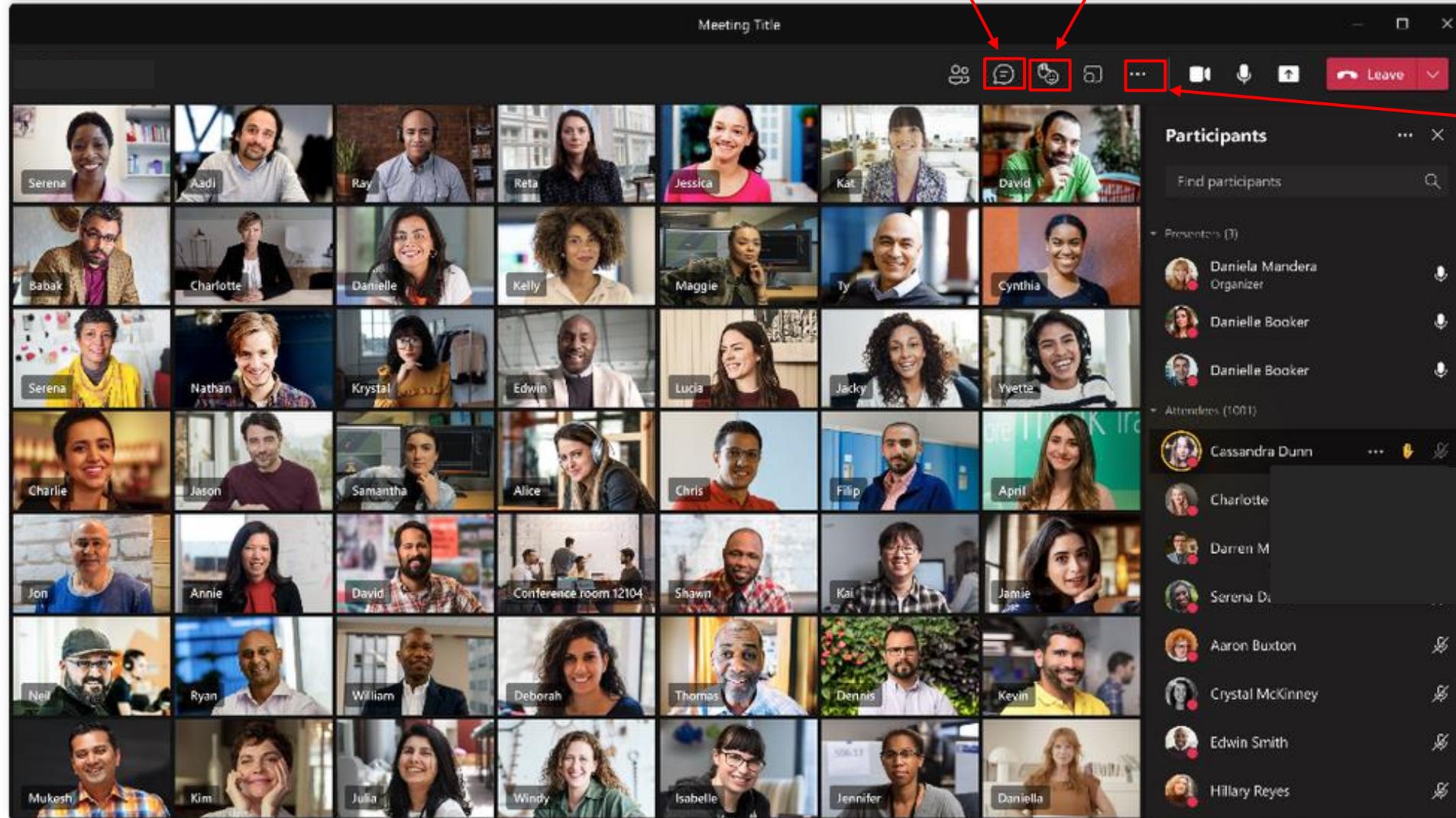
Housekeeping

- We're hosting this webinar as a Teams event.
- Everyone other than presenters will be muted and off camera.
- If you have questions, you can enter them in the **Q&A** or **Chat** windows – we are monitoring these areas.
- You can also use the "**raise hand**" feature and we'll unmute your line.

Navigating Teams

Chat with panelists

Raise hand



More options for Q&A

Language Access Services

- Qualified Bilingual Staff
 - T1013 Code
- On-Demand Services
 - Over the Phone
 - Spoken languages
 - Video Remote Interpreting
 - American Sign Language
- Scheduled Services
 - Face to Face
 - Over the Phone
 - Scheduled Virtual Interpreting
 - Video-telecommunication service



On-demand services

- Access to an interpreter 24/7/365
- Spoken languages
 - Language Line Solutions
 - Over the phone
- American Sign Language (ASL)
 - TransPerfect Connect
 - Video Remote Interpreting (VRI)
 - VRI application or Web browser



How To Use Video Remote Interpreting (VRI)

Prepared for: Mercy Care

ASL VRI.

American Sign Language Video Remote Interpreting (VRI) is a convenient on-demand sign language interpreting service delivered over a live internet connect. You are able to connect with a live Sign Language Interpreter in less than 45 seconds. The interpreter will interpret your communications as if they were there in the room with you and your patient.



Tips for a Successful VRI Session.

- Make sure that you have a stand and/or mobile cart to place the device for optimal visibility and mobility
- Limit any back light on the deaf patient to allow for clear visibility of the signs
- Be sure the deaf patient and the interpreter can see each other clearly
- Be aware of external noises (music, other patients, etc.) that may affect the interpreter's ability to interpret.
- Recommend set up and monthly testing to be sure everything (microphone, webcam and speakers) is working properly



Download the app

The TransPerfect Interpretation App is available for:

- iOS
- Android
- Microsoft
- Web Access

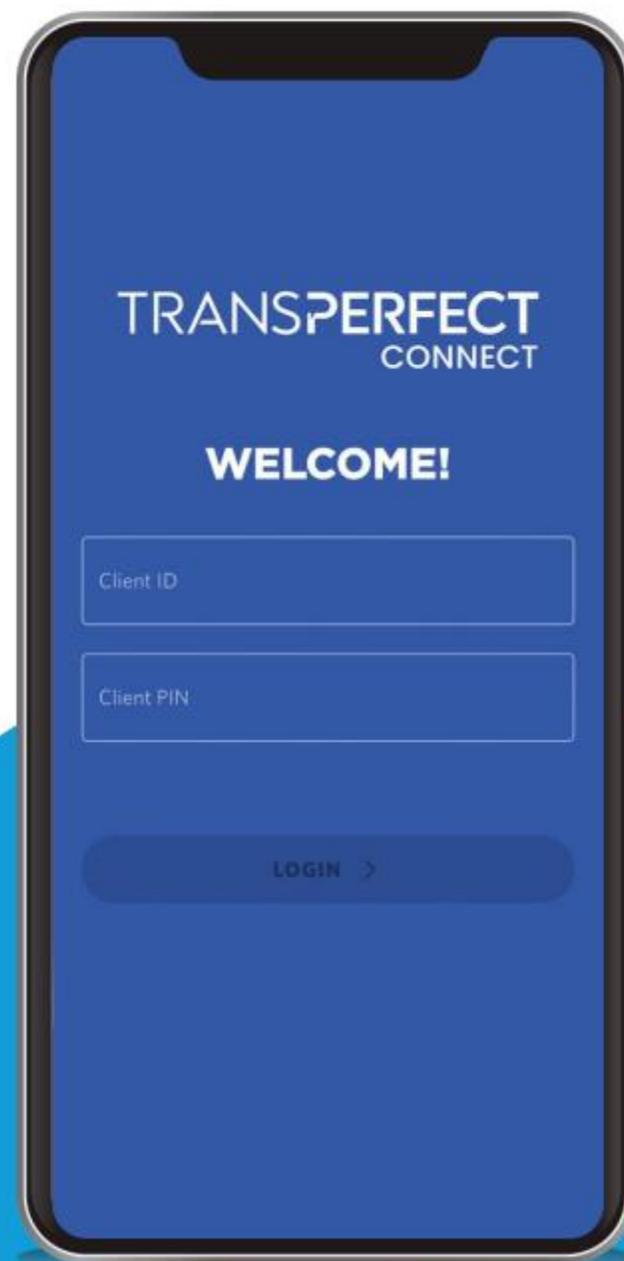
Please visit the respective Application Stores to download “TransPerfect Interpretation”.

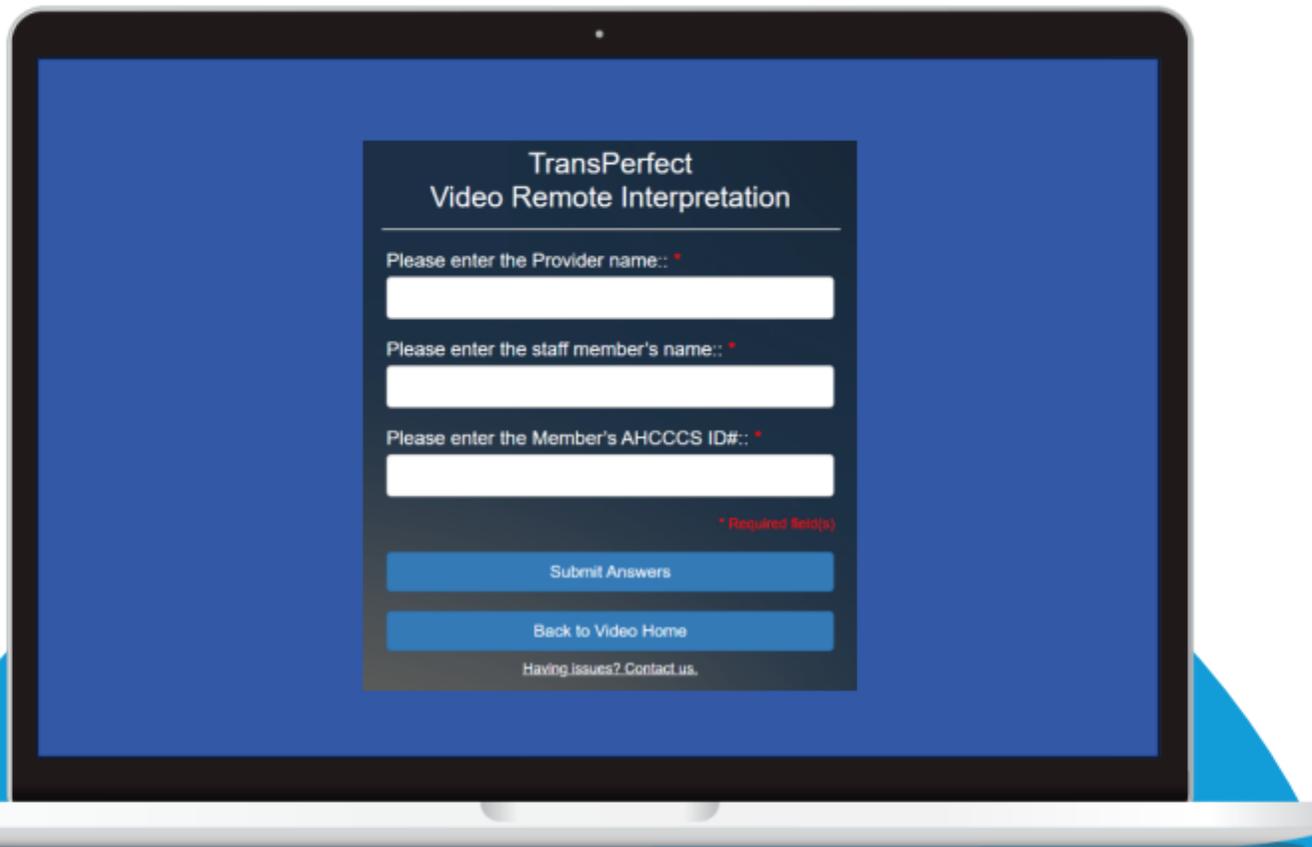
To download our VRI software on your PC/Mac, please go to: www.vri.tptri.com and click on “Download TransPerfect Interpretation for PC” or “Download on the Mac App Store”.

Each account will be issued a Client ID and a Client Pin. That will come to you later via separate communication. Please send an email to vrisupport@transperfect.com if you are having technical issues.



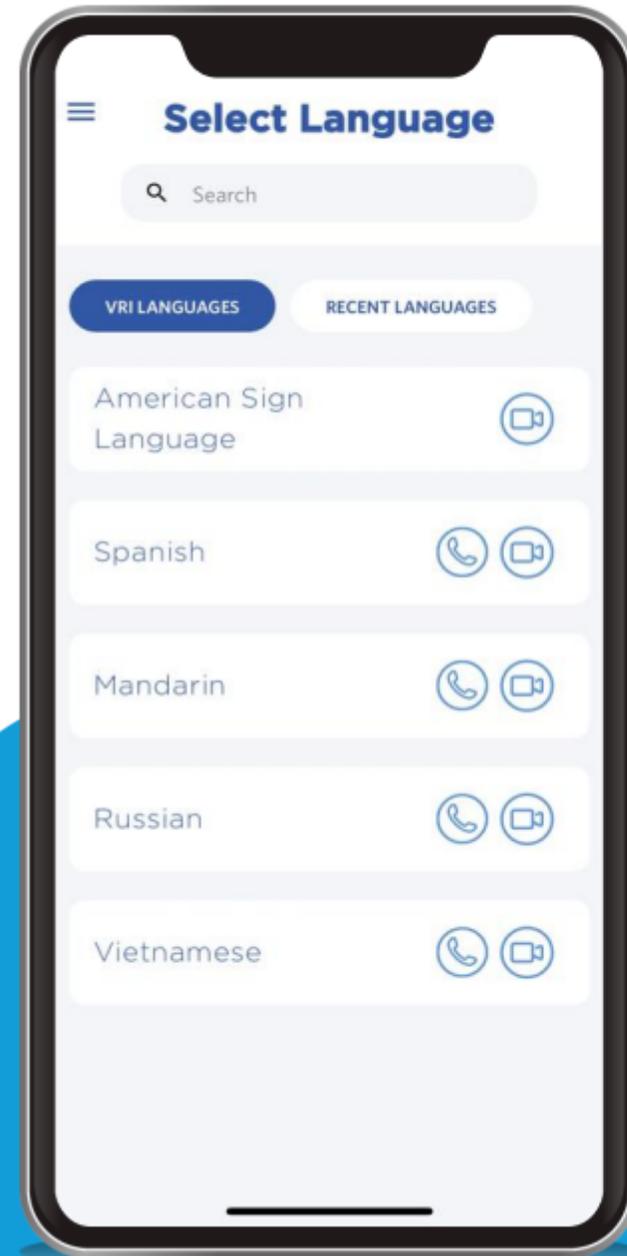
- Enter the Client ID and the Client Pin supplied.
- Click on “Login”





Please enter:
The Provider Name
Your name as the staff member
The Member's AHCCCS ID#

Click on American Sign Language and you will be connected to your ASL interpreter.



Call in Progress.

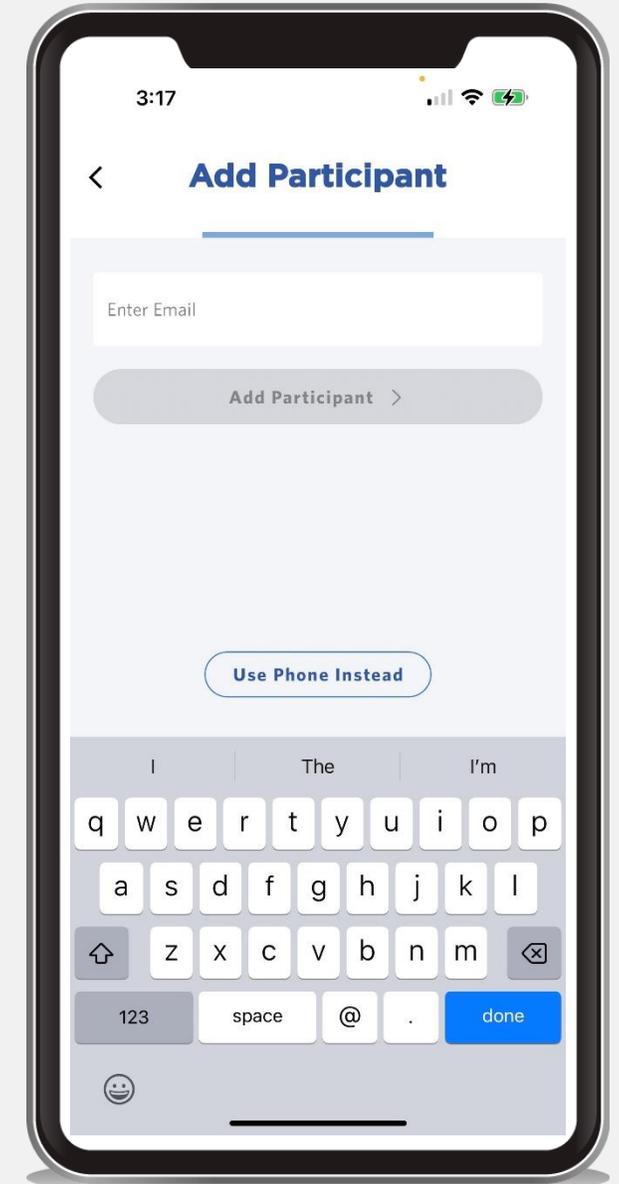
When a call is in progress, you have the ability to:

- Adjust the audio level
- Mute your line
- Turn your video on or off
- Add additional people to the call
- Simply press the “End” button to end your call



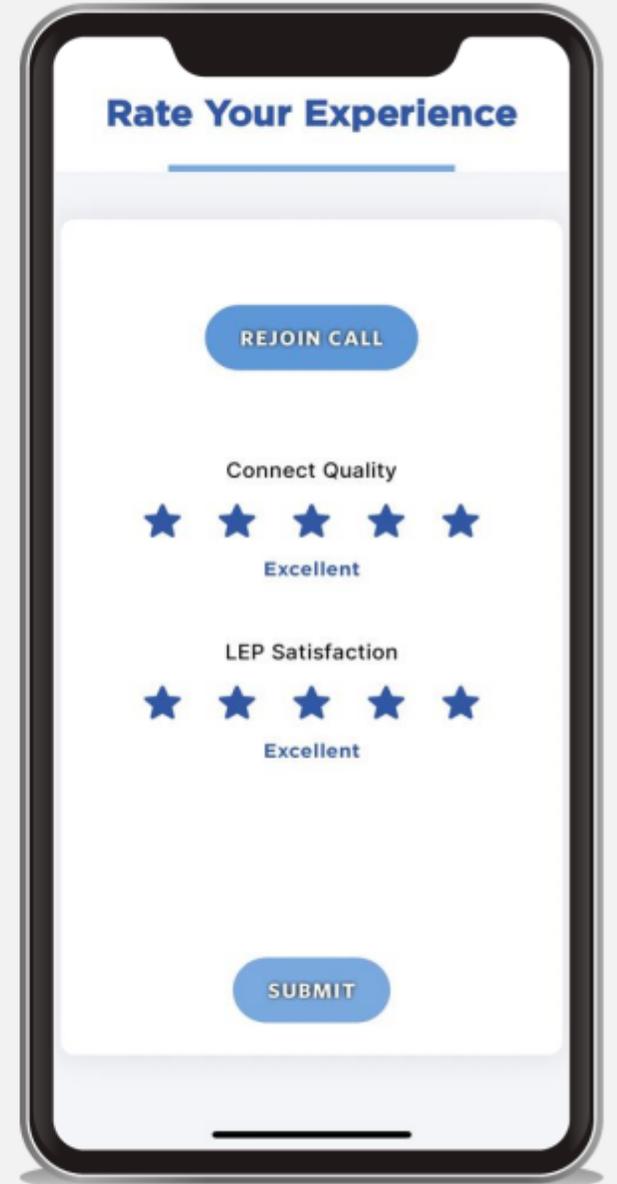
Adding Participants

You can add up to 8 additional participants to any call. You can enter their email or their mobile phone number. They will be sent a link to join the call. Even if they do not have the TransPerfect Connect app on their device, clicking on the link will add them to the call.



Rate Your Experience.

- When the call has ended, you can score the quality and satisfaction of your experience, using the 5 star rating tool.
- If the call ended prematurely, you can rejoin the call by pressing the top button.





Any Questions???

On-demand services for Mercy Care members: VRI

1. Download the TransPerfect Connect VRI application
 - a. To download our VRI software on your PC/Mac, please follow this link: vri.tptri.com and click on “Download TransPerfect Connect for PC” or “Download on the Mac App Store.”
 - If you are using a smartphone or tablet, please go to the app store and download “TransPerfect Connect.”
2. Connects interpreter service using a desktop computer, laptop or tablet
 - a. Download on provider device, NOT on the member’s device
3. Usernames and passwords are unique to provider agency
 - a. One username and password per agency
4. Setup and test TransPerfect Connect VRI application
 - a. For technical assistance, please contact vrisupport@transperfect.com
5. Utilize TransPerfect’s VRI application for Mercy Care members

References

- [AHCCCS Contractor Interpreter Process](#)
- [Provider Manual May 2024 Update](#)
- [Preferred Interpreter](#)
- [In-Person Interpretation Services](#)
- [Mandatory use of OPI or VRI for interpretation sessions one hour or less](#)

Interpretation

Provider Webinar Language Access Service

Wednesday, November 13, 2024

10 to 11:30 a.m.

Mercy Care is hosting a provider webinar focusing on accessing language services.

[For Registration](#)



Thank you



mercy care