

Making virtual health more accessible



Video Remote Interpreting (VRI)

Access 240 languages including American Sign Language 24/7, on demand when patient and health-care provider meet in-person.



Interpreters for one-to-one virtual health visits

Access a qualified interpreter for your 1:1 virtual health visit by submitting a request to Provincial Language Service (PLS).

More details: [Zoom Manual](#) & [PLS website](#)



Interpreters for group virtual health visits

You can also access qualified interpreters for your group sessions on Zoom!

More details: see the *Accessibility* section of the [Zoom Manual](#).



Captioning for your virtual health visits

When to use:

- **For Hard of Hearing patients who do not know ASL:** Request a professional captioner (Communication Access Realtime Translation or CART) from [PLS](#).
- **For any patient who benefits from reading what you are saying:** Activate the Automatic Live transcription in Zoom. (It should never replace a qualified interpreter nor professional captioner).

More details: see the *Accessibility* section of the [Zoom Manual](#).

Note that each Health Authority/Organization might have different configurations of Zoom. Please connect with your virtual care team for further details.
