



Instructions for Communication Support Tools Available on iPads

Interpreter Now 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 the Interpreter Now app.
- Click 'connect here.'
- Add the user name and password: User name for all is QEUH1; password for all is access1.
- Give the ipad to the patient. You can hear and speak to the interpreter from a distance. You do not need to see the interpreter.

If you have issues using the app, please contact Jac Ross, Equalities and Human Rights Manager, at Jac.Ross@ggc.scot.nhs.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

Click the contact SCOTLAND app to call a hearing person and they will connect you through a sign language relay interpreter onscreen. Please provide a telephone number you want to call by BSL to onscreen Interpreter.

If you have issues using the app, please contact Jac Ross, Equalities and Human Rights Manager, on Jac.Ross@ggc.scot.nhs.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, and 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

- Log in using email address and password, which are available here <http://www.staffnet.ggc.scot.nhs.uk/INFO%20CENTRE/INTERPRETINGSERVICES/Pages/InterpretingServices.aspx>
- You will only need to log in once - not every time you need an interpreter.
- Click 'Get Service'
- Select the language you require.
- You will then be connected to an interpreter.
- Use the speaker on the iPad to start the session.
- To phone your patient by clicking on 'Add Call' and entering their number.
- Click 'merge'.
- Proceed with call as standard giving the interpreter time to speak. Use short, clear sentences.
- A video of how to use the app is available at capitatranslationinterpreting.com/capita-livellink-remote-interpreting/

If you have issues using the app, please contact Jac Ross, Equalities and Human Rights Manager, on Jac.Ross@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 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.
- 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.

Note:

Pop up ads will appear and disappear themselves; after two uses the ads won't appear at all. This app is free for 5 hours per month. Please use a different device each time you use the AVA App to ensure we stay under this threshold. The individual profile has a section stating 'Caption Time' showing how much free time is left on the specific device. Support for the AVA app is not available from eHealth. Further help and advice is available from AVA on their website - <https://intercom.help/ava/en/>

If you have issues using the app, please contact Jac Ross, Equalities and Human Rights Manager, on Jac.Ross@ggc.scot.nhs.uk