

Health and Social Care Remote Sign Language Interpreting Service

HSC health professional user – Video Relay Service (VRS)



To receive or make a **VRS** call all you require is a telephone – the sign language user will call you via the online interpreter.

HSC Staff calling patients who use sign language:

The Deaf sign language user has to be registered and have the app on their phone to receive calls.

To call a Deaf sign language user call SignVideo call:

- BSL users: 0333 344 6012
- ISL users: 0333 305 1143

...you will be connected to the online interpreter, ask for the Deaf person by name, if the person is registered with the service, the interpreter will relay your call.

HSC health professional user – Video Remote Interpreting (VRI)



VRI calls are where the service is used as a replacement for a face-to-face interpreter (an appointment for example)

To participate in a VRI call you will require a device connected to the internet, given current firewall issues within the Trust, staff will need to use a Trust mobile phone and download the SignVideo app from their app store or the website: www.signvideo.co.uk/download

VRI calls can be either 'on-demand' or 'pre-booked':

VRI '**on-demand**' service can be contacted via:

- Web browser-based:
<https://signvideo.co.uk/hscni>
- app installed on your or service user's device

For **pre-booked** appointments it is **recommended** that a pre-booked VRI session is made. This will save any waiting/queuing time.

VRI **pre-booked**: <https://signvideo.co.uk/hscni>
Or by telephone: 0333 344 7712 (office hours)

It is recommended that pre-bookings are made at **least 24-72 hours** before the appointment is required. Pre-bookings can be made for appointments up to **10 days in advance**.