

Tips for calling a deaf or hard-of-hearing patient at home

Free resources are available!



American Sign Language requests can be placed in EPIC

Or call our ASL coordinator at 916-736-5190

UC Davis Health Medical Interpreting Dispatch line: 916-734-2321

TTY/TDD – Text Telephone

As a person who may be Deaf, hard of hearing, or have speech disabilities, you can use California Relay Service (CRS) to communicate by telephone. *However, this method of communication is rarely used at present time due to the availability of video phones.*

From Standard Telephone to TTY	From TTY to Standard Telephone
Dial a voice CA at 711 or call: 1-800-735-2922 (English) 1-800-855-3000 (Spanish)	Dial a voice TTY CA at 711 or call: 1-800-735-2929 (English) 1-800-855-3000 (Spanish)
Give the CA the area code and TTY number you wish to call.	
The CA will voice to you what the TTY user says to you and type to the other party what you say.	The CA will type what the other party voices to you, and the voice to the other party what you type on your TTY.

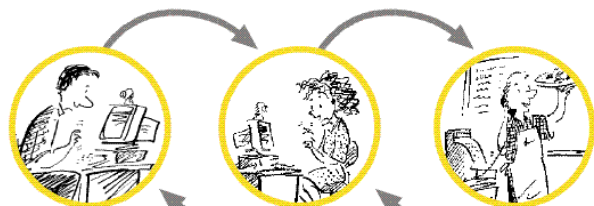
More information: https://caconnect.org/#Basics_of_a_Relay_Call

VRS – Video Relay Service

VRS offers several advantages to the users which are not available with the TTY text-based technology:

- VRS allows persons whose primary language is ASL to communicate in ASL instead of typing = this equals ability to fully express oneself;
- The conversation flow is more natural between the parties and can take place much more quickly as compared to TTY.

VRS uses a webcam and the Internet or a videophone and high-speed Internet access. A Video Interpreter (VI) who is fluent in sign language can see and be seen by the calling party. This is a free, federally reimbursed service. VRS is often preferred by people who wish to use sign language or lip read what the Video Interpreter is saying. The Video Interpreter Relays conversations back and forth between VRS users and people who use standard telephones.



Web Cam User

Video Interpreter

Telephone User