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**
1. Open the Interpreter Now App
2. You will be asked for the Username and password which should be typed into the correct box:
   - Username for all is **QEUH1**
   - Password for all is **access1**
3. Click the login tick at bottom of the page
4. Click on the ‘Click/Tap to connect to online BSL/English Interpreter’ in the right-hand column
5. Give the iPad to the patient, you can hear and speak to the interpreter from a distance, there is no need to see the interpreter
6. Once the call has been completed, click on settings and logout.

If you have issues using the app, please contact Equalities and Human Rights Manager, at [Jac.Ross@ggc.scot.nhs.uk](mailto: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**
1. Open the ‘Contact Scotland’ App
2. You will be asked for your username and password. Please use the following:
   - If the patient is already registered with Contact Scotland use the patient’s own log-in details
If the patient is new to using Contact Scotland help the patient to register via the following link to set up their own unique username and password [https://contactscotland-bsl.org/reg/](https://contactscotland-bsl.org/reg/)

- As a default the following username and password can be used:
  - Username for all is QEUH1
  - Password for all is access1

- Click the login tick at bottom of the page
- Click on the ‘Click/Tap to connect to online BSL/English Interpreter’ in the right hand column
- Give the iPad to the patient, you can hear and speak to the interpreter from a distance, there is no need to see the interpreter
- Once the call has been completed, click on settings and logout.

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### 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**
- Open the Capita Live App
- Enter your email and password This can be found here: [http://www.staffnet.ggc.scot.nhs.uk/INFO%20CENTRE/INTERPRETINGSERVICES/Pages/Interpreti ngServices.aspx](http://www.staffnet.ggc.scot.nhs.uk/INFO%20CENTRE/INTERPRETINGSERVICES/Pages/InterpretingServices.aspx)
- You will only need to log in once (details are automatically saved)
- Press the arrow on the screen
- Press ‘OK’ to accept access to camera
- Press ‘OK’ to accept access to microphone
- The screen will now say ‘Connect with a Language Interpreter – press the telephone ‘Get Interpreter’
- Click the spyglass to change the language you wish to choose
- You will now be connected to an interpreter
- Use the speaker on the iPad to start the session.
- To phone your patient click on ‘Add Call’ and entering their number.
- Click ‘merge’.
- Proceed with call as standard giving the interpreter time to speak. Use short, clear sentences.

If you have issues using the app, please contact Equalities and Human Rights Manager, at [Jac.Ross@ggc.scot.nhs.uk](mailto:Jac.Ross@ggc.scot.nhs.uk)
AVA App

Who is it for?
Patients with a hearing loss who cannot lip read, and those 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

For first use, it is necessary to create an account if you do not already have one.

- Open the AVA app.
- You will be asked to select which option is required:
  - I am **Deaf** and use **Sign Language**
  - I am **Deaf / Hard-of—Hearing**
  - I can **Hear** well
- If an account is already logged in, skip the next bullet
- If not logged in, you will be asked to set-up an account
  - Choose the option to use an email address
  - Note the iPad tag (e.g. TC199999) from the sticker on the iPad back
  - iPads issued by the Virtual Visit team have an existing email address e.g. TC199999@hotmail.com (password Mosshead10) – noting that account details on a small number of iPads do not follow this convention
  - Open a browser, search for live.com and log in to the email account. If successful, move to the next bullet. If the email account appears not to exist, you will need to contact the Virtual Visit team for support. Please use this form or email directly to virtual.visit@ggc.scot.nhs.uk to obtain the email account details associated with the iPad. In your communication, please be sure to include the iPad tag number and your own email address so the team can contact you.
    - Use the iPad’s email address (with the relevant tag number) to set up the account
    - Set the account up using password Mosshead10
    - AVA will send a confirmation email to the account
    - Locate the email from AVA, open it, click the link to acknowledge, and close the email
    - Open the AVA app. You will be logged in. Do not log out
  - 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 the device.
  - Make sure you check what you’re saying is captioning correctly.

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