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Introduction to ClearCaptions

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Presenter: Kay Marlow

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Partner: ClearCaptions

- [Kay] Hello everyone. Today I would like to introduce all of you to ClearCaptions. At the end of this webinar, you will be able to identify patients that would benefit from captioning phone service and have access to get them the help they need. You will be able to identify the eligibility requirements set by the FCC to acquire and use captioning products and services. You will also be able to explain the operation of the ClearCaptions Blue which is the landline phone, the mobile and our services to your patients to see if that's something that might be helpful to them. And you will also know how to submit a Professional Certification Form which will enable you to get your patients the help that they want and need. We will go over requirements to qualify for a caption phone, show you the products we offer, identify the patients that would benefit from captioning, and show you how to get the help they need which is what are supposed to be the learnings from this presentation.

At ClearCaptions, our mission is to improve lives. We help people stay connected and live independently as long as possible. We offer near real-time phone captioning which allows people to read what is being said and never miss a word. This makes using the phone less intimidating and relieves anxiety. By working with all of you, we can ensure that more people that need help are identified and are able to get the help they need. At ClearCaptions, words matter. ClearCaptions was founded in 2011, dedicated to serving the hard-of-hearing community with a desire to improve their quality of life, allowing people to stay in place longer by making communication easier. Our corporate office is located in Roseville, California where we house the leadership team as well as our product development and also our customer support team. Additionally, we have over 100 support employees remotely across the nation. As an FCC-certified Internet Protocol Caption Telephone Service provider, from here forward known as IP CTS because that's a mouthful, ClearCaptions adheres to the highest industry standards for privacy, security and professionalism for all captioned calls. We are held to a very strict high standard regarding captioning accuracy, and the time it takes to start captioning calls. We began with products for the MAC and PC with web and wireless services. In

2013, we came out with our first home-based phone with amplification; it was called the Ensemble. And we are constantly continuing to improve and release new products taking customer feedback into account. In addition to our Blue home phone, we now have an app for the iPhone and will soon be able to offer captions on an iPad as well as an Android.

Our services are made possible through the Americans with Disabilities Act which was passed in 1990. This law prohibits discrimination against individuals with disabilities. There are five acts. Title I is employment. Title II is public entities. Title III is public accommodations. Title IV is telecommunications, and Title V is miscellaneous provisions. Title IV is the one that covers telecommunications, IP CTS, which applies to our services. Title IV requires telecommunication companies to provide functionally equivalent services to individuals with disabilities, known as the Telecommunications Relay Service or TRS. The TRS is a telephone service that provides people that are deaf, hard of hearing, deaf-blind, or who have speech disability to communicate in a functionally equivalent manner as people who use a regular telephone. There are many forms of TRS. There is Text-to-Voice, Coice Carry-Over, Speech-to-Speech Relay Service, Video Relay Service and Internet Protocol Caption Telephone Services, IP CTS, which is what we offer. The Federal Communications Commission, the FCC regulates interstate and international communications by radio, television, wire, satellite and cable in all states and U.S. territories. The FCC is overseen by Congress. They are the primary authority for communications law, regulation, and technology innovation. Title IV gives the FCC regulatory authority over Telecommunication Relay Services and Internet Protocol Caption Telephone Service and also sets the eligibility requirements.

So here's how IP CTS works. Everyone on the call speaks as they normally speak. However, our customer can glance down and read the captions when they miss a word or a sentence or are having a hard time keeping up with the conversation. We have a live captioning agent on the call that re-voices into dictation software what is said by

the other party on the call. Then the captions are translated into text on the phone. There is a cost for each minute used which is carefully tracked by ClearCaptions and is paid by a federally-administrated fund. We currently offer two products, our Blue home phone which displays near real-time text on an easy-to-read touchscreen display. This phone requires internet service, landline and of course a qualified hearing loss, and is provided at no cost to the customer. We also have the mobile app for the iPhone which allows your active patients to stay connected and confident wherever they may go. A special note here, we provide the home phone, but we do not provide the iPhone. In order to receive a phone and register with the FCC, customers must self-certify that they have a hearing loss that necessitates the use of a captioned phone. In addition, they certify that to the best of their ability, they will prevent anyone other than themselves from using captioning on the phone. They also understand there is a live operator generating captions of what the other party to the call says and that they understand the service is paid for from a federally-administered fund. There is a button on the phone that makes turning captions on and off very easy. This eliminates the need for a second phone if there is more than one resident in the home.

Telecommunications Relay Services Fund, we all pay into this fund through our phone bill. Some of us didn't even know that we were doing that. Have you ever wondered what all those extra fees are on your phone bill? Well, at least this explains one of them. There is a line item called the universal fee on your phone bill. It usually ranges from 75 cents to oh maybe \$2 depending on where you live. This money is used to pay for the captioning, and is regulated by the FCC. So not only is captioning a civil right if needed, you have also paid into this fund yourself for years. The phone provider collects this fee from you, then contributes to the TRS Fund. IP CTS eligibility and self-certification, some of this information was in the disclaimers shown a little earlier, but it does bear repeating. The only requirement by the FCC to place a captioning phone in someone's home or the app on their iPhone is that the customer self-certifies that they have a hearing loss that necessitates the use of captioning services, also that

they understand there is a live captioner on the line, and that the cost is funded through a federal program, and as mentioned earlier, that to the best of their ability they will not permit anyone other than themselves from using the captioning service. Even though the FCC does not require a professional certification to validate hearing loss and the use of the captioning phone, ClearCaptions still obtains a third-party certification form from a qualified professional. This could be an audiologist, a licensed hearing aid provider, an ENT, nurse practitioner, geriatrician, pediatrician or any other hearing-related professional. ClearCaptions obtains a medical release form from every customer allowing us to contact the physician they list as the person that can certify their hearing loss. Some of you might have received a request from ClearCaptions to verify a patient's hearing loss. This request in no way holds you liable as having certified the hearing loss. You must sign the professional certification form to be held responsible for certifying a hearing loss. We receive certifications in a couple different ways. One, we might have received a signed professional certification form from a provider prior to placing a phone in the customer's home, or we reach out to the healthcare professional listed on the medical release form we obtained from our customer that they signed after the phone is installed. So our home phone, the Blue phone. I wanna show you a little video that is an overview of our Blue phone, and it will give you a little break from my voice.

- [Narrator] Say hello to ClearCaptions Blue, the innovative caption phone that lets you see what your callers are saying. ClearCaptions Blue is the answer for anyone whose hearing loss makes it difficult to use the phone. Feature-rich and friendly in design, Blue is here to keep you connected every day. The on-board Setup Wizard makes it easy to install and configure the phone for most in-home settings supporting both traditional landline and Voice Over IP connections. Blue guides you through the entire process, even self-certifying your hearing loss condition, confirming each step as it is completed. You can also customize many of Blue's features and functions to your personal wants and needs quickly and easily. From modifying the caption display to

adding and saving favorite contacts, you can make the experience truly yours. It's that simple. And there's even a generous library of self-guided video content to help you discover more. ClearCaptions Blue makes it easy and enjoyable giving you the comfort and confidence to use the phone. Invite Blue into your home and never miss a word. If you have any questions about ClearCaptions Blue, just tap the Customer Support icon or dial 866-868-8695.

- [Kay] Okay, I just wanna review and highlight a few of the Blue phone features mentioned in the video. Near real-time accurate captioning, the nice thing about a slight delay in captioning is for those that are having a hard time keeping up with a conversation, they can glance down and the captions will be right on time. Another note on captions, while the captioning is accurate, the spelling or tense of the word might not be correct. For example, the word to could be t-o or t-w-o, but anyone looking at the captions can at least follow the idea of the conversation. Remember we are using a dictation software for translation. Our phone also now has push-buttons for the numbers. Remember I mentioned that there was the Ensemble phone and it was a completely touchscreen phone, no buttons, but we learned that our demographic prefers to have the actual buttons to touch. We collect feedback from our customers and we review it, and we take it into account, and they wanted it. So we made the change and added the buttons back in. The phone will save contacts and favorites. You can adjust the size and font and the color of the captions. You can have white captions on a black background, or black captions on a white background, whichever's easier for you to see. The phone also has a speaker that can be raised to 74 decibels if needed. The answering machine allows messages to not only be heard but also be read, which is extremely valuable as it is oftentimes hard to hear or understand voicemails. In fact, all the conversations can be saved until they are no longer needed for reference, and can then be deleted. This is a nice feature. So if during a conversation say with a physician, a date and time is mentioned or

instructions on how to take a prescription, our customer can refer back to it and make sure they're doing things correctly.

Again, the requirements for the Blue phone are internet service, landline, and a hearing loss that necessitates the need for captioning. And as always, the phone and services are at no cost to the customer. So here's the phone up close and personal.

Everything's pretty self-explanatory. The one thing that isn't highlighted here in this view that I mentioned earlier is the button that turns captions on and off. And that's the little blue button above the number one. So if someone other than the registered user wants to use the phone, the captions can easily be turned off. I also want to point out the light bar at the top center of the phone. This light flashes when there is an incoming call. It also flashes to indicate a missed call and a voicemail as well. This can be very helpful for those with a severe or profound hearing loss, people not wearing their hearing aids. Or if someone has been out of the house, this is a great reminder to check their messages. This feature can also be turned on or off as some people don't appreciate the flashing strobe light if they have the phone in their bedroom. So again it is an optional feature.

On the bottom of the phone, a couple of important features. The most important one is the red reset button right in the middle. Should one of your patients ever happen to call you and tell you that they're not receiving captions, the first thing to have them do is hit this reset button on the bottom of the phone. Our phones are self-correcting, so if they should become disconnected from the internet, they should self-correct and reconnect themselves. So it should be very rare that this occurrence were to happen, but wanted to give you a heads up and make you aware of it in case it did come up. The other option you have if they should call you and ask for help is to direct them to our customer service line. And that number is on the headset of the phone, the handset of the phone, I mean, as well as a button on the touchscreen. We're also required by the FCC to track these phones and the minutes used, so that's why there is a barcode on

the bottom of the phone. Everything tracks back to that number. Just wanna make you aware that the customers can also use a neck loop with this phone or a headset should that be their preference in communication. And then here's the handset that shows the customer service number. Also, there's a big help button on the virtual screen that they can hit and it will automatically dial. We make it very easy to reach customer service seven days a week, Monday through Friday, eight to 10 p.m. Eastern, Saturday and Sunday, nine to seven p.m. Eastern. And just to be clear, these are the hours for the customer service line. Captioning is available 24/7. Our mobile app offers captioning on the go for your patients that might be more active. I wanna show you another short video on our mobile app, and again another quick break from my voice.

- [Narrator] This instructional video is intended for users who already have a ClearCaptions account but haven't yet used the new ClearCaptions mobile app for captioned mobile calls. Here you'll learn how to find and download the free ClearCaptions mobile app from the Apple App Store, then install it onto your iPhone so you can make and receive captioned mobile phone calls. If at any time, you wish to closely review any of the screen images in this video, just pause the playback. On your iPhone, go to your App Store. Find the ClearCaptions mobile app. Then tap Get. Once the installation is complete, find the ClearCaptions mobile app and move it into the dock for quick and easy use. Now, just tap the app icon to launch it. Enter your account information, then tap Login. If you've forgotten your account password, just tap Forgot Password. You'll be prompted to enter your email address where you can receive a message explaining how to reset your password. Once past the login screen, you'll see an initial alert screen. Read and accept the terms of use. Then navigate through the additional setup and customization screens. You'll only need to perform these steps the first time you use the app. Congratulations, the app is now ready for captioned calling. For the easiest and most reliable mobile call captioning experience, you should forward your existing mobile phone number direct to your ClearCaptions voice number. Tap Settings on your iPhone home screen. Tap Phone, then tap Call

Forwarding. Tap the Call Forwarding slider, then tap Forward to. Enter your ClearCaptions Voice number. That's it; you can exit the Setting menu. All future incoming calls to your iPhone will be forwarded to your ClearCaptions Voice number ensuring you always enjoy captioned phone calls. Some mobile service carriers might have a different way to enable your call forwarding. If you need help forwarding your number, contact ClearCaptions at 866-868-8695.

- [Kay] I should have mentioned, these videos are available on our website at ClearCaptions.com should you want to review them or share them. Now to review a few of the most notable features about the mobile app. The most notable feature for all of you is that the mobile app is compatible with Bluetooth-enabled hearing aids. The app functions just like the phone feature on the iPhone. As you saw demonstrated, it is best to replace the phone icon with the ClearCaptions icon so captions are always available on calls. If the original phone icon is used to place a call or receive a call, the captions will not appear. The other very critical feature is the E911 support. We strongly suggest that this is enabled when installing the app. When a customer signs up for a ClearCaptions account, the account is registered to their home address. So if they make an emergency call, the registered location would be their home, and that is the place where emergency help would be sent. By enabling the E911 support, the emergency system would be able to locate the iPhone that is placing the call and send help to that location. And then similar to the way the Blue phone works, the app has near real-time captioning, ability to sync contacts, change size and color of captions and call history can be reviewed and deleted when no longer needed.

As I just mentioned, the mobile app is compatible with Bluetooth hearing aids. The speaker can also be used for those that would prefer or do not have Bluetooth-compatible hearing aids, and headphones and headsets are options as well. Our app is currently only compatible with the iPhone and that device needs to be at least a 5S or newer. We are working on an app for the Android as well as the iPad.

Downloading the mobile app, I think we're all pretty familiar with how to download an app on a mobile phone. You go to the App Store. Search for the app; click on download, and the magic happens. The biggest issue we run into with our customers is not knowing their password to their account to authorize the download of the app. Once the app is downloaded, it has to be registered with the FCC. This can be done by calling our customer service line or preferably, if you have referred your patient to us, your local rep would go to their home, help them download the app, get registered, get the app set up with their desired settings and educate them on usage, essentially offering what we call our White Glove Service.

Features of the app include favorites, call log, contact list, voicemail, et cetera, essentially mimicking the actual phone features on the iPhone. Making a call, along the lines of working just like the phone feature on the iPhone, in addition to captions, call waiting still works as well as three-way calling. So you will never miss a call or the opportunity to speak with multiple friends at the same time. And also just like the home phone, our Blue phone, captions can either be white with a black background or black with a white background as well as having the ability to adjust the size of the font. It's very easy to sync contacts and favorites from the iPhone, so our app will completely take the place of the phone icon to alleviate confusion for the customer. Numbers are stored alphabetically by contact. Multiple phone numbers can be assigned to one contact. For example, a mobile phone and a home phone can both be assigned to the same contact and labeled so that you know which is which. We also assign a ClearCaptions phone number for the mobile app to allow the captioning to work, as you saw in the video. And then we forward the current mobile number to the ClearCaptions number. And again, just like the regular phone feature on the iPhone, all calls are logged. Red means the call was missed. Black means the call was answered, and the captioning for these calls is also stored and can be reviewed at any time and saved until it's no longer needed, and then it can be deleted. Voicemail also functions

exactly the same as the iPhone voicemail with the added benefit of captioning. You can save, store, and delete voicemails just as you could before.

And again, I want to mention and I just don't think it can be mentioned enough how important the E911 support feature is for safety. Again, we strongly suggest that it is enabled. We strongly suggest and encourage that it is enabled at the time of setup by selecting Share Location. So if the customer uses their iPhone to call for emergency services, their current location can be reported correctly. Using the phone's GPS, the caller's phone number and location will display on the operator's screen, that's the emergency operator's screen, and provide the latitude and longitude of the caller location. This will happen automatically. Therefore, the caller would not have to provide their location, and since they are out and about, they might not be quite sure exactly where they are. So this is just an added safety feature. Remember, the registration is through the customer's home address. So if we don't enable this feature, and there is an emergency call made, the emergency services would be sent to their home, not their current location.

So let's find out how you can help your patients. Captioning offers many benefits. Captions are a great help for your patients with diminished cognitive processing as they often experience trouble keeping up with the conversation, especially if someone is speaking quickly. It can be extremely helpful to have captions to read to bridge the gap. Captioning can help relieve anxiety around using the phone. It alleviates the embarrassment of missing words or asking people to repeat. Even for your patients that wear hearing aids, captioning can offer help. As we all know, even with hearing aids, some patients can still experience difficulty on the phone. Captioning is especially helpful when the phone rings, and they may not be wearing their hearing aids or again in case of an emergency, they are still able to communicate by using the phone. What does all this mean for you? As you are aware, if someone has issues on the phone, the first thing they do is complain that their hearing aids aren't working and you probably

get a call. On the flip side though, when they are able to hear well on the phone and enjoy the conversation, they will credit the hearing aids which can reduce return rates, increase satisfaction, and possibly bring more referrals to your practice, and of course again, added safety and comfort for anyone with a hearing loss. And for your active patients with an iPhone, this could be an added incentive for them to choose Bluetooth-compatible hearing aids.

I am also excited to tell you about our White Glove Service. I know it was mentioned earlier, but I didn't really go into detail, so I wanna tell you a little more about that. The ClearCaptions representative that you meet in your clinic is also the person that will be taking care of your patients. This gives you the comfort of knowing who will be going into your patient's home. Not only will they install a phone or an app for your patient, but they will educate them and make sure they know how to successfully use the device, and will be there for them whenever they may need help. They will keep in contact with you as well. They'll let you know when they will be helping your customer, when they will be installing the phone, and the results of that install. And should your representative ever be unavailable when our customer, your patient needs them, we also have our customer service line that's open seven days a week, Monday through Friday, eight to 10 p.m. Eastern, and Saturday and Sunday from nine to seven p.m. If it should happen that we don't have a representative in your area, we do have expertly trained installers that follow a 15-point checklist for quality assurance, and also comply with our White Glove Service.

So how do you get help for your patients? First, you will need to identify patients that would benefit from a captioning phone. This could be someone you're speaking with on the phone with or without hearing aids but they are still having a hard time hearing and communicating, or perhaps someone that comes in with a specific complaint about not being able to hear on the phone. And also anyone with a severe or profound hearing loss could receive a sense of comfort and safety from the features of the

phone such as the flashing light. In addition to their qualified hearing loss, they will need internet service and a landline for a home phone. For the mobile app, they're only required to have their own iPhone. And we offer several ways to submit the Professional Certification Form to start the ball rolling. We have a Noah Module available, and we are also integrated with several office management software systems. We work with HearForm, TIMS, CounselEAR and Blueprint. We offer an e-signature certification form on our ClearCaptions website on the Professionals page, and you are always welcome to call us for help at either our ProCare phone number, 888-870-8114 or our customer service number, 866-868-8695 or email us for help at procare@ClearCaptions.com.

As I just mentioned, we are integrated with Noah. If you don't already have our Noah Module, it is a very simple process to download. The first step to downloading the module is to actually open Noah. Then you will go to our ClearCaptions.com website, the Professionals page. You have to scroll down a little bit, and you'll see Select Noah, the download for the Noah Module. You'll want to just be agreeable at this point. At the top of the page, allow multiple files to open, and at the bottom left of the page, click on the ClearCaptions download that landed there. And then you're gonna select Next. It's gonna look like I'm going through the same slide, but hit Next and another slide, and Next again. Then you're gonna get the option to Install. You're gonna wanna select that. And finally, you're finished; select Finish. Once you've finished installing, the ClearCaptions module will appear on your toolbar along the other manufacturer modules. To complete a professional certification form, you're gonna start by searching for your patient. Once the patient profile is displayed, you'll wanna jump up and select the ClearCaptions Module. And if you have not already created your own provider profile, create one now so your information will auto-populate. You'll be asked to complete this one time. Then you will be able to select yourself from the dropdown list for future submissions. Complete the requested fields and select OK. You know, it's the usual, first, last name, address, city, state and zip, your professional title, business

name, phone, and email is very helpful. Then whatever information you've entered into Noah for your patient will auto-populate, for example, address, phone number, email, et cetera. But if you only enter a patient's name and audiogram into Noah for programming purposes, then that's the only information that will auto-populate and you will need to complete the other fields manually. Then if you've already completed your provider setup, you will be able to select yourself from the dropdown in the upper right-hand corner, and your information will populate. After that, you can select Continue, and voila, the certification form is completed. Now we're almost there. We're gonna select Continue. And you'll be given the option then to review the disclosure statement and dismiss it, and then accept it. And then of course we need the signature. So you just click in the box to sign the form. And then you'll select OK to verify your signature. Success, you will receive an acknowledgment that the Professional Certification Form has been received. That's all it takes to get the ball rolling, and then we'll take it from there.

The form will come into our office. We'll review it. We will contact your customer, your patient, our customer, and we will send it out also to the local rep so that they can proceed with getting help for your patient. Another option for submitting a certification if you don't have Noah, or you might like to be able to access the certification form from a different computer, you can always use our e-signature option that we have available on our professional page at ClearCaptions.com. Again, you're gonna have to scroll down the page a little bit, and you'll select the E-SIGN & SUBMIT PCF FORMS on the professional page. Enter your first name and last name, your email and select Submit. Again, another disclosure, to review and accept. And then you're gonna populate your patient information. This is the information that would have auto-populated from Noah, but since we're using an e-sign form we don't have anywhere to pull it from, so you'll need to populate first name, last name, street, city, state, zip and phone number. And especially for patients, customers, email is very helpful because it can sometimes be difficult to reach them by phone. You're also

gonna need to complete your provider information, first and last name, professional title, practice, the address, the street, city, state, zip, phone number, and always include your email. You'll click on the box to sign. One thing is because this is a link and not an actual form that's downloaded, we don't have the ability to save your information for future use, but you'll see it's pretty quick and easy to populate, so it shouldn't be too hard to use in the future either. You'll select OK. You'll see an e-signature confirmation. The professional certification form has been completed, and you will also receive a notice of receipt for confirmation. Again, this goes into our home office. It's processed, and there is help sent to the customer, and then they will also reach out to you and let you know when they are doing the install and then how it went.

When you complete a Professional Certification Form, this is what you're attesting to, first of all, that the patient has a hearing loss that makes it difficult for them to hear on the phone, in addition, that they understand captioning is provided by a live captioner. Remember though that the captioner's only able to hear one side of the conversation, also that you're not connected to ClearCaptions through friends or family, and finally that you are qualified to diagnose hearing loss. So to recap, Professional Certification Forms can be submitted via e-signature PCF on the ClearCaptions.com website, through the Noah Module, any of the four software systems we are integrated with, TIMS, CounselEAR, Blueprint and HearForm as well as going old school. There's still a certification form on our website that can be completed, printed, signed, scanned and emailed to information@ClearCaptions.com. If you use any of the office management systems mentioned and you do not have the ClearCaptions integration, you don't see our button, please reach out to your software rep. I believe TIMS has released the button to all their customers. Blueprint and CounselEAR need a request for a simple setup, and if you use HearForm, just give Mike a call and he will run an update to your system. Now for your clinic, we do offer information for display in your clinic to help educate your patients on captioning phones, qualification requirements, and obtaining

our services. We have a plexiglass stand that displays a brochure with our certification form inside. Your patient could actually complete their information on the form while they're waiting in the lobby. Then they could present it to you for signature and submission during their appointment. We also offer a demo unit that displays a product video.

There's no landline needed for the connection. This one only needs an electrical outlet to work. It isn't the actual functioning captioned phone, but it explains about the phone and how it works through the video. And then we have handouts for your patients to see the products we have available, as well as contact information for your local rep. And those vary. We have a few different ones that we can offer. This is an example of one. When the rep comes to your office, they could show you other options that we have available as well. And we also offer a brochure for our mobile app. It's kind of impactful because it actually looks like an iPhone so it kind of feels like the actual thing, the real thing. So if you would like any of this information, please feel free to contact us. We can either ship the information directly to you, or we can send a local rep for you to meet. They can bring the supplies you would like. They are also able to do an educational presentation for your staff or even for your patients if you would like, introducing the ClearCaptions company, our products, identifying patients that would benefit from a captioning phone, the qualifications and funding for the phone, and the services we offer.

I wanna thank you all so much for your time today. If you have any questions, please remember you can reach out to ClearCaptions at 888-870-8114 or by email at procare@ClearCaptions.com. And of course, you're always welcome to visit our website at ClearCaptions.com. We are looking forward to working with you to help your patients and our customers stay connected and independent because at ClearCaptions, words matter.

Okay, now I would like to open it up for questions from any of you. Yes, okay, yes. The most common question, is this really at no cost? It is at no cost to your patients. It's hard to believe because nothing in life is free. The program does have a cost, but it is not passed along to our customers or your patients. The cost is paid for by the FCC as a result of the Americans with Disabilities Act Title IV which governs telecommunications. The Telecommunications Relay Fund was created, and that is how the minutes used for captioning are paid for. All telecommunication companies, whether they're for phone, VOIP or mobile are required to contribute to this fund. They do this by adding a fee to every phone bill, and of course they pass the fee on to you. So that's how they get paid in order to pay into this fund. And then the cost of the phone is absorbed by ClearCaptions. Next question, where do I find the Noah Module download? So that's on our website at ClearCaptions.com, the Professionals page. You can just scroll down to about the middle of the page. You'll see the download there, and if you need any help, feel free to call the customer service line at 888-870-8114. They'll be able to walk you through it. Or you can also use the email on this screen, the procare@clearcaptions.com.

Yeah, so the next question is, you mention the app is available on the iPhone. What about the iPad? Yes, it is also available on the iPad, kinda hot off the press as of May 1st, so something brand new, but it's possible that your patient could actually have captions on their home phone, on their iPhone and on their iPad so they could stay connected anywhere they go. Good question, is someone listening to the entire conversation? No, so the captioner only hears the conversation from the other party on the call. So it's just the one side that they hear. And I actually had the opportunity to try to do captioning, and not for me, but it's amazing. It's take a lot of concentration just to even caption the one side of the conversation. You're working so hard to try to repeat everything that's said exactly and make sure that you don't miss anything that you really don't have time to comprehend the conversation. There's no recording of it. You

know, so especially if you have a fast talker, they're not gonna remember the conversation.

Yeah, really good question, what are the requirements to qualify for the captioning service? So again, for someone to qualify for captioning, first of all they have to have a hearing loss that makes it difficult for them to hear on the phone. Then they also need to have internet service which some people think they do and then they find out that they really don't. So the first thing that we do when we receive a referral or we have a customer inquire about our services is we qualify them by making sure that they in fact have the hearing loss, have the internet service, and then also have the landline for the home phone. It's amazing how many of our customers think that they have a landline 'cause they still have the sockets and the outlets, but they actually haven't paid a phone bill in years, so it's been disconnected. So at any rate, for the home phone, they have to have the landline and the internet service. And then for the app, they either have to have an iPhone which is a 5S or greater, or the iPad is now another option. In addition, when they do receive the home phone or they download the app, they also have to attest to the fact that they have a hearing loss that makes it difficult to hear on the phone, that they understand there is a live captioner on the line, that it's been explained to them that it's at no cost to them, and that to the best of their ability they will prevent anyone else other than themselves from using the captioning. And remember there's the button on the phone that makes it easy to turn captions on and off.

And then I'm just gonna go ahead and ask this question 'cause this is the most common question that happens next is as a hearing provider, hearing professional, what are you attesting to when you do click to e-sign the certification form or you fill it out and send it in? What you are attesting to is that the customer on the form has the hearing loss that necessitates the need for captioning, that you also understand there's a live captioner listening, and that you are not affiliated with anyone at ClearCaptions,

and that you are qualified to diagnose a hearing loss. Next question, yeah. So if you wanna share the videos that were shown in this presentation today, they are available at the ClearCaptions.com website under the Videos tab. Another option that you have is you can always reach out to procare@ClearCaptions.com, and we can send out a representative, a local representative if you would like someone to present this information to your staff or your patients. In addition, if you need any materials for your clinics, those can be obtained the same way, by email or calling.

How many decibels is the speaker on the phone? The speaker on the phone goes to 74 decibels which coupled with the captions really gives people a pretty clear understanding of the conversation that's happening. The other nice thing about the output of the speaker on the phone is that the ringer can be set that loud as well so they can hear it when they're anywhere in their home. Or again if they're not wearing their hearing aids, they would be able to still hear the ringer. And then remember also, there's the flashing light option that they can have, so when the phone rings it also flashes. That also can help them from missing a call.

Mm hm, how to get your patients help? Yeah, the easiest way is to visit the Professionals page on our website at ClearCaptions.com. You can scroll down; in the middle of the page right next to where the Noah Module download is, there is a e-signature PCF form, the Professional Certification Form that can be completed with the patient information and the provider information. Again, it's an e-signature so you click to sign it and then it's automatically submitted, and then it goes through the approval process. The other options for submitting a certification form or to get help for one of your patients is through the Noah Module which we already had a question about the download of, and then also the office management systems that we're integrated with. We have TIMS, HearForm, Blueprint, and CounselEAR. So if you use any of those systems in your office, you would be able to also submit a certification through those. TIMS has rolled out to all their customers. HearForm, an update has to

be downloaded to your system, so you can just give them a call and they'll take care of that. Blueprint also is on an as-needed basis. And then CounselEAR's rolled it out to all their customers, but they have to help you set it up. So, and they said it only takes a couple minutes.

Any more question? Yep, yes, the app is compatible with the iPhone. It does have to be an iPhone. We don't have anything with the Android yet, but we are working on it. And the iPhone has to be a 5S or greater. And they also have to have their own iPhone. ClearCaptions does not provide the iPhone for them.

Are there any other questions? We have time probably for one more. Yes, a little more about ClearCaptions in general. So yeah, so we are located in Roseville, California just outside of Sacramento. That houses our executive team, our customer service team, our product development, and then we have over a hundred reps out in the field locally to help. We were established in 2011 to serve the hard-of-hearing community, and really we are passionate about helping people with their communication, which helps them stay independent longer, and they can age in place longer which is really important. You know, lots of times if a family can stay in contact on a daily basis with their loved one, you know, they'll allow them to be a little more independent and stay in their homes. Really that's our passion, why we were established, and really what we strive to do every day and with everything that we do. So again, I wanna thank you all for your time, very much appreciate it. Hope this was helpful, and looking forward to talking to you in the future, thank you.