

# A GUIDE FOR CART USERS AND DOCTORS

## Making Remote CART Work for You

Captions Unlimited of Nevada, Inc., established in 1997, is a leader in providing remote CART (Communication Access Realtime Translation) services in many venues: Schools, hospitals, doctor's offices, seminars and conferences.

CART interpreters begin their careers as court reporters, reporting doctor depositions and medical-related cases. They refine their skill and then become captioners or CART providers. CART providers provide a service similar to what is seen on TV. Many of your patients may have already been exposed to CART, and most, if not all, are familiar with captioning on TV.

In order to maximize the benefit of our services, we have a few helpful suggestions.

First, keep in mind that your patients will be reading realtime writing. Professional captioners use their machine shorthand keyboards to record the spoken word at rates up to 260 words per minute. Because of this, the doctor should feel confident that he/she can have a free-flowing conversation with the patient. There is no need to watch the screen during the session, waiting for the words to appear.

Using our specialized equipment, the captioner translates phonetically the speaker's words into text. Despite our diligent preparation, there will be times when a word is misspelled or a nonsensical word combination may appear. Our captioners will work very hard to keep these mistranslations to a minimum. In many instances we will attempt to fingerspell phonetically a medication or a medical term. We will also, inside of the text, ask the patient to have the doctor repeat something that we know we've written incorrectly.

Here are some suggestions to ensure a proper translation:

1. Introduce yourselves to the captioner on the phone and let us know how many people are in the room. If a nurse is facilitating the appointment, he/she can give us spellings of participants when we log in to begin the session.
2. Prior to the appointment, email our offices a list of medications that are spoken often in your practice and a vocabulary list of common terms. We can insert those words into our Mass General dictionaries and they will then translate correctly. During the session, spell the name of the medication for the captioner inside the body of your sentence. E.g., "I want to tell you about Tarceva, T-a-r-c-e-v-a." You don't need to say, "Captioner, that's spelled T-a-r-c-e-v-a." Speak to the patient as you would a hearing person. If you hadn't spelled out Tarceva, you might see this, "I want to tell you about TAR SEE VA." It would come out phonetically. And until we have a break in the conversation, you may see TAR SEE VA come up. We have to insert those strokes into our dictionary. Once we do that, then Tarceva will be in there forever. You do not need to spell the word over and over.

Because we are using a speaker phone, many times an acronym's letters may be misheard. If you see such an occurrence, perhaps say the words that the acronym stands for. The captioner will then understand the letter combination.

The speaker phones in your offices are very good. We are able to hear everyone in the room. If we cannot hear, we will speak up either verbally or write into the text box. We write everything we hear. When you perform a patient exam, we will write the exam. You may have to reposition the computer monitor for the patient to see the text and enhance the text size.

We will not write what the patient says. If there is any doubt in the captioner's mind who is speaking, then we will use a generic speaker ID symbol called double chevrons used in broadcast captioning. The symbol is >>.

3. Turn off screen savers. We have found this has created problems in the past when the computer times out. The patient or family member must then seek out the person who logged in initially, causing delays.
4. Log in as early as possible, preferably 15 minutes prior. Our captioners will be standing by and ready to begin. If there is a delay for any reason, contact our office at 775-746-3534 or 775-544-2535. We can then inform the captioner that the appointment will begin shortly. Or you can log into the Speche link (the text streaming interface) on any computer and converse with the captioner online.
5. Speche Communications is the Internet solution that we have chosen for our streaming text. Their platform is very stable and easy to use. Because this is an Internet-based system, there may be issues caused by Internet malfunctions. We have a backup system, which is AOL Instant Messenger. It is our suggestion that you create a generic AOL Instant Messenger for your office. In the event the Speche site is inoperable, we can then "share" our realtime screen through AOL Instant Messenger.
6. Be patient. Our captioners have been providing these services for many years. We are constantly building our dictionaries and refining our skills. Captions Unlimited's writers have been writing for medical school students, nursing students, biology and chemistry students, to name a few, and have very large dictionaries.

Our goal is to provide a complete and productive communication experience for both the medical professional and the deaf patient. The more we work together, the more seamless and effective the experience will be for all parties.

We look forward to working with you. Please don't hesitate to contact us if you have any questions.

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