

CART (Communication Access Realtime Translation) Services for Members

Live captioning services for members
who are deaf or hard of hearing.

CART (Communication Access Realtime Translations) services are for members in the Colorado region. CART service is for patients who are deaf or hard of hearing who may not know Sign Language. This is being implemented to provide equal access to communication for these members.

Appointment Options

The vendor (Visible Voices) has certified CART translators who listen to speech and instantaneously translate the speech to text. CART services are manual transcription typing services that are offered for in-person and virtual appointments. Display options include computers, laptops, or mobile devices.

- Virtual Transcription – CART can be used virtually during an in-office visit or a virtual visit. Additional steps and materials are needed. (see below)
- In Person Transcription – The CART vendor will arrive with the equipment needed for translations.

Booking the Appointment

Follow the current Language Interpreter Guideline to book these appointments.

Visible Voices

Mon-Fri, 9 a.m. to 9 p.m.

Request by email (preferred): info@visiblevoices.com

Request by phone: **720.838.3737**

Please schedule the appointment with as much **advanced notice** as possible. Inform the vendor if this is for an **in-person or virtual** transcription service.

Cancellation Policy: Notice **as soon as possible**. Should be given at least 24 hours prior to the appointment, or as soon as notification is given by the member. Contact the vendor directly.

Booking information needed:

- In-Person transcription:
Member's name/MRN
Address of the medical office
Date and time of the appointment
Clinic staff name, contact number and email

- Virtual transcription:
Member's name/MRN
Date and time of the appointment
Clinic staff name, contact number and email

Virtual transcription appointment steps:

- Device needed
 - KP internet device to allow the member to see the transcription text. (KP provided phone, haiku device, tablet, etc.)
 - KP phone with speaker, or audio speaker option on internet device, so the interpreter can hear both the provider and the member.
- Provider/staff: contact the vendor by phone just prior to the appointment to establish the phone link.
- Vendor: will send the secure, private link to the captioning webpage via email, to the KP provider/staff contact. (e.g., www.streamtext.net/player?event)
- Provider/staff: access the link via the KP internet device.
- This webpage is where the live captioning will be displayed.
- Once the appointment is complete, the internet window is closed.
- The transcription is not kept by the vendor.

