(A) How to prepare for a VRI session

Expression Australia

Book VRI interpreter

To make a booking, contact your hospital or interpreter service provider and share:

- ✓ **The date, start and finish time**
  Make sure to include your location and time zone.

- ✓ **What the booking is about**
  This should cover treatment options, consent or specific interpreter requirements.

- ✓ **Specific linguistic requirements**
  Make sure to share any specific needs, such as if the patient is from overseas, a minor, or has vision loss that requires adaptive Auslan (visual frame).

- ✓ **VRI link**
  This may be provided by your hospital or from your interpreting service provider.

Set up VRI device

You will need to:

- ✓ **Make sure your device is charged and ready to go**
  It should have a working camera, speaker, microphone and be connected to the internet.

- ✓ **Take the device to a quiet and private room**
  You can also remove distractions from the patient's room.

- ✓ **Check you can access the VRI link**
  This should be created and provided by the hospital or the interpreting service provider.

Set up room

You will need:

- ✓ **A plain background**
  Ensure that there are no lights or windows directly behind the Auslan user. Shadows can make it difficult for the interpreter to read their signing.

- ✓ **An office divider**
  Use one in a neutral colour as a plain background, with solid blue or black being optimal. You can also close the blinds.

- ✓ **A clear camera view**
  Remove any clutter, such as water bottles or computer screens.

How to run a VRI session

1 Open the VRI link
Enter the details to connect to the booking.

2 Adjust the camera
Check with the Auslan user and interpreter that their position and lighting is suitable and adjust as required.

3 Face the Auslan user
Make sure you can maintain eye contact with the patient.

4 Confirm that everyone is ready to start
Check with the interpreter that you can hear each other and confirm with the Auslan user that they are ready to communicate.

5 Start speaking
When you speak, the interpreter relays the information through Auslan (sign language) to their camera, which is viewed on the device's screen for the Auslan user.

6 Use direct language
Avoid having side conversations or using phrases like 'tell him/her/them' or 'ask him/her/them'.

7 Pause while the Auslan user is taking notes or reading
It's challenging to watch an interpreter and read or write at the same time.

8 Wait for the Auslan user to respond
The Auslan user signs to their camera for the intepreter to see. The Interpreter will voice for the Auslan user.

9 Ensure successful communication
Engage with the Auslan user as you would any other patient.

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