# Limitations to the Use of Video Remote Interpreting

**Developed from information within “THE UNITED STATES OF AMERICA AND CARILION ROANOKE MEMORIAL HOSPITAL”**

[**https://www.ada.gov/carilion\_hospital\_sa.html**](https://www.ada.gov/carilion_hospital_sa.html)

* Do you have a dedicated line used SOLELY for Video Remote Interpreting?
* Are the individuals involved adequately trained to use the technology they can quickly and efficiently set up and operate the VRI?

If yes, VRI must meet the following criterion:

* It must be high-speed video connection
* It must be a wide-bandwidth video connection
* (Or, a wireless connection that delivers high-quality video images)
* Must provide real-time video.
* Must provide full-motion video
* Must provide quality audio.

If yes – the images produced must meet the following criterion:

* Video does not have lags
* Video is not choppy
* Video is not blurry
* Video does not have grainy images
* Video does not have irregular pauses in communication

The images produced of the interpreter must be:

* sharply delineated
* large enough to display the interpreter’s face, arms, hands and fingers.

The images produced of the individual who is Deaf (regardless of his or her body position) must be:

* sharply delineated
* large enough to display the individual’s face, arms, hands and fingers.

Regarding Sound Quality:

* The VRI must produce a clear, audible transmission of voices.

**VRI shall not be used when it is not effective.**

Examples of when it may not be effective might be:

* A person has a limited ability to move his or her head, hands, or arms
* Vision issues
* Cognitive issues
* Significant pain
* Space limitation in the room

University of Arkansas / Partners for Inclusive Communities / C3 Project

Cultivating Community Capacity

For more information, contact: Melanie Thornton - mthornt@uark.edu