

Case Study 12 – Medical VRI

<p>Interpreter Request:</p>	<ul style="list-style-type: none"> • ASL interpreter requested for VRI medical appointment. • Time: one hour • Situation: Meeting with care team – follow up appointment • Consumer: Deaf family member • Consumers are senior citizens
<p>More Information about Situation:</p>	<ul style="list-style-type: none"> • VRI is clear • Five people in meeting about medical decision • Hearing consumers are overlapping conversations & talking over each other • Interpreter cannot see all individuals • Medical decision is life or death • Decision will somewhat be determined by logistics • Emotional discussion • Patient (off screen) and family member need to consult on decision • Decision is urgent
<p>More Information about Consumer:</p>	<ul style="list-style-type: none"> • Consumer is from small rural area. • Consumers have experience with VRI • Consumers and interpreter are not from the same state. • Deaf consumer appears to be intellectually and physically competent • Hearing family member (patient) is off screen, but has slurred speech • Hearing consumers (3) are doctor, nurse, and case manager • Hearing consumers using lay terminology
<p>Demands for Educating Consumers:</p>	<ul style="list-style-type: none"> • Hearing interpreter has asked for a live interpreter to be called in to assist with VRI interpreter. • Medical staff is frustrated with the limited capability of the VRI interpreter. She is asking to see all participants and repeatedly asking for clarification.
<p>Demands regarding Advocating for DI:</p>	<ul style="list-style-type: none"> • Hearing does not understand how the DI could assist with communication. • Hearing consumers do not want to pay for additional interpreting. • Medical facility has a contractual agreement to use VRI only and cannot afford pay two interpreters. • The room is quite small and would be too crowded with another person in the room.