

QUICK GUIDE

Purpose: The purpose of this quick guide is to instruct our employees on the use of a TTY for the hearing impaired. The teletypewriter, or TTY, is a device that enables persons who are deaf, hard of hearing and/or speech impaired to communicate using regular telephone lines. The South Bend Clinic's TTY direct line is (574) 204-6773. This phone line and the TTY device are in the OBGYN area located on the first floor of the Main Clinic.

Process:

To make an outgoing TTY call using the Relay Operator (*Practices Only):

Relay Indiana, a service of Indiana Telephone Relay Access Corporation (InTRAC), is offering a free TTY calling service to people who are deaf, hard of hearing, and/or speech impaired. This service allows us to communicate with a person with a TTY need through specially trained Relay Operators.

To communicate with anyone who has their own TTY number using the Relay Operators:

1. Dial 800-743-3333 from any phone within the Clinic.
2. The relay operator will pick up and ask you for the patient's TTY number you are calling.
3. The relay operator will dial the TTY number using their equipment to make the call and ask you to GA (go ahead).
4. As you speak, the relay operator will type the message and send the information to the hearing impaired caller.
5. As the caller responds, the relay operator will read the information to you and wait for your reply.
6. When you are done with your conversation, tell the relay operator "Thanks" and "goodbye," to let the caller know that you are finished with your conversation.

To make a TTY call using the TTY device (*OBGYN Operators Only):

*To communicate with anyone with a TTY number using the TTY device, the **OBGYN operator** should perform the following steps:*

1. Place the telephone handset in the acoustic cups on the TTY device and turn on the power using the on/off switch. Two small lights will come on. Only the power light will stay on. The phone light waits to respond to any sounds picked up by the acoustic cups.
2. Dial the TTY telephone number that you are calling.
3. The party answering the call should respond with their name and a short message followed by "GA" which means "go ahead."
4. When you see this response on the TTY device display, type a greeting and identify yourself at the beginning of the TTY call.
5. During the conversation, GA is used to signal the other party that it is their turn to respond.
6. When you are done with your conversation, type "GA to SK," meaning "go ahead to stop keying" or "goodbye," to let the person know you are finished talking on the TTY.
7. Replace the telephone handset.

To answer an incoming TTY call:

1. When a call is initiated from outside the clinic, the TTY direct line: 574- 204-6773 will ring. When you pick it up, you will hear a series of 4 short beeps, a pause, 4 short beeps, and so on. At this point, you must place the telephone handset in the acoustic cups on the TTY device. Make sure the telephone cord is on the left side.
2. Turn on the TTY device using the on/off switch.

3. Type a greeting and wait for an answer. Example: "South Bend Clinic, may I help you?" followed by "GA" which means "go ahead."
4. Watch the screen and wait for the caller's response which should end with GA (go ahead).
5. Ask the TTY caller for their **full name, TTY number, date of birth** and **provider information** followed by "GA".
6. Watch the screen on the TTY device for all the requested patient information.
7. If the information requested is something that you can provide immediately, let the TTY caller know that you are putting the call on "hold" while you get the information.
8. If the information requested is something someone else will have to provide, type, "Okay. I will relay the message to the department, and a staff member will be returning your call. Goodbye." SK (Stop Keying).
9. Once off the phone, complete a message for the department/ message team the caller was trying to reach out to.
 - a. If the message was for a Clinical Service Area: Send an **EMR Telephone Message**. Be sure to include the patient details from (#5) above, and purpose of call. Message will be tasked to that physician (or provider's) message task-group in NextGen.
 - b. If the message is related to the Surgery Center: Send an **EMR Telephone Message** and task the message to "Surgery Schedulers" task group.
 - c. If the message is for Health Information Management: Send an **Outlook EMAIL** to the "HIM Release of Information" group
 - d. If the message is for the Business Office (insurance/ billing/ coding questions): Send the message detail via **Outlook EMAIL** to "Pam Dials", with cc: to Beth Winquist and Kevin Kazmierzak.
10. When you are finished, turn off the TTY device using the on/off switch and replace the telephone handset.
11. The designated staff within the message group (EMR or Outlook) is responsible for following up with the patient, using either the Relay Operator process or the TTY device.

Standard TTY abbreviations are:

- GA = go ahead
- SK = stop Keying or good-bye
- GA to SK = completing all messages and getting ready to hang up
- U = you
- XXX = mistake
- HD = hold
- Q = question mark
- MSG = message
- THX = thanks

STEPS to answer a TTY Call:



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