



# Equal opportunity enjoyment



## A familiar complaint

Chances are, trouble having phone conversations is a familiar complaint among your patients. In fact, even patients experiencing mild and moderate hearing loss “strongly agree” that hearing on the phone can be difficult.\* But why?

- **Speech discrimination doesn't discriminate**  
*Many of your patients with a mild or moderate loss still struggle with speech discrimination which can make phone conversations difficult. For these individuals, captioned phone calls can be truly empowering.*
- **Trouble with telephone audio**  
*Standard phones have a weak signal and the frequency range of conversations is significantly compressed. This can be tough for people who already have a limited range of hearing.*
- **Missing important visual cues**  
*In face-to-face conversations, listeners rely on visual cues to tell a big part of the story—a person's facial expressions, eye contact, gestures, even lip reading. When speakers can't see each other, as during a phone conversation, a part of their connection is lost. Many of your patients depend on the visual cues to communicate effectively.*

## How CaptionCall helps

The CaptionCall phone features easy-to-read captions and custom amplification to match a listener's hearing needs. By reading captions

during a conversation, a listener regains a visual element to support what he or she is hearing or not hearing. Captions appear in large text on a large, easy-to-read screen, and smoothly follow the conversation using our unique SilkScroll® technology.

We can also customize the CaptionCall phone's amplification to that individual's audiogram. The handset amplifies up to 121 dB SPL, and the ringer volume may be set up to 95 dB SPL.

## CaptionCall for every level of hearing loss

CaptionCall is not just for patients with severe hearing loss. The ability to read captions in real time during a phone conversation combined with custom audio settings can help listeners with a mild or moderate loss as well. CaptionCall is available at no cost for all your eligible patients—anyone who has trouble hearing on the phone and needs captions to communicate effectively by phone. Your patient needs to have a landline and internet access to use CaptionCall.

## Support 'equal opportunity enjoyment' for your patients

Need help? Have questions? We're here for you. Contact your local CaptionCall Account Manager for answers or to request a demo phone and brochures for your practice. Or call customer support toll-free at 877-385-0936.