CaptionCall User Guide

Sycle

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Revision 1.0

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CaptionCall® provides real-time captioning services for telephone conversations. This typically involves the use of a specialized telephone or mobile application that displays the captions on the device's screen. CaptionCall is part of a federally funded program to benefit people with hearing loss in the United States, and so comes at no cost to the user.

Sycle allows you to easily request a CaptionCall phone for a patient by submitting a pre-populated Professional Certification Form (PCF) directly from Sycle Private Practice.

2. CaptionCall Configuration

Before you can use Sycle's built-in CaptionCall referral feature, you must enter your clinic's referral account number (Account ID) in Sycle.
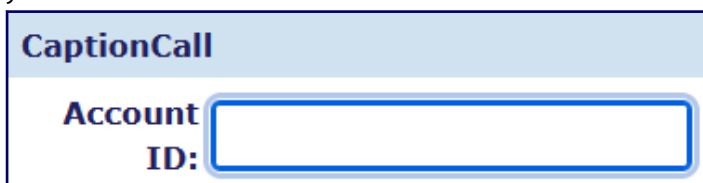
> 💡 If you don't have an account number, you must first sign up as a CaptionCall provider. This can be done at sorenson.com (**Providers** > **Become a Provider**) or by calling **877.385.0936**.

1. *Navigate to the Administration screen*.
2. In the *clinics* field, select a clinic and click **Edit**.

clinics

Springfield ▼ **edit**

3. Scroll down to the **CaptionCall** section of the *Edit Clinic* screen.
4. In the **Account ID** field, enter the referral account number (Account ID) provided by Sorenson for your clinic.

CaptionCall

Account ID:

> 💡 If you don't have an account number, you must first sign up as a CaptionCall provider. This can be done at sorenson.com (**Providers** > **Become a Provider**) or by calling **877.385.0936**.

5. At the bottom of the *Edit Clinic* screen, click **Save**.

3. Submitting a CaptionCall Form

A CaptionCall form can be submitted from various screens in Sycle. The simplest method is to submit the form from the Patient Summary screen, but you can also make the submission from the Appointment Outcome or the Purchase Summary screen.

3.1. From the Patient Summary Screen

1. *Navigate to the Patient Summary*.
2. Scroll down to the **CaptionCall** section of the Patient Summary.

3. Click **No Cost Phone** to open the *Request for CaptionCall* form.

4. Review the information on the *Request for CaptionCall* form and make any changes that are needed.

> The *Request for CaptionCall* form is automatically populated with patient and clinic information. This is not shown in the image used in Step 3.

5. Click **Agree and Submit**.

After submitting the form, a confirmation message is shown. Relay this information to the patient.

Form Submitted

A CaptionCall representative will contact the patient to schedule installation of the phone.
For assistance or questions, call (877) 557-2227

3.2. From Appointment Outcome

1. On the *Appointment Outcome* screen, scroll down to the **purchases** section.
2. Enable the **Send [Patient Name] a CaptionCall phone for no cost, no obligation. Delivery and install included.** flag.

purchases

Were there any purchases with this appointment?

○ Yes ● No

☑ Send [   ] a CaptionCall phone for no cost, no obligation. Delivery and install included.

3. Complete the rest of the *Appointment Outcome* and click **Save**. When you save the Appointment Outcome, the *Request for CaptionCall* form opens in a new window or tab.
4. Review the information on the *Request for CaptionCall* form and make any changes that are needed.

> The *Request for CaptionCall* form is automatically populated with patient and clinic information. This is not shown in the image used in Step 3.
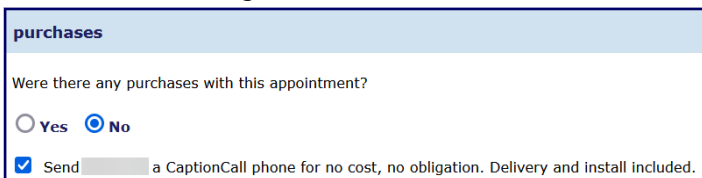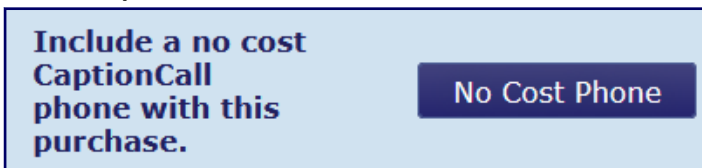
5. Click **Agree and Submit**.

After submitting the form, a confirmation message is shown. Relay this information to the patient.

Form Submitted

A CaptionCall representative will contact the patient to schedule installation of the phone.
For assistance or questions, call (877) 557-2227

3.3. From Purchase Summary

1. On the *Purchase Summary* screen, scroll down to see the **Include a no cost CaptionCallphone with this purchase** element.

Include a no cost CaptionCall phone with this purchase.   [No Cost Phone]

2. Click **No Cost Phone** to open the *Request for CaptionCall* form.

3. Review the information on the *Request for CaptionCall* form and make any changes that are needed.

> The *Request for CaptionCall* form is automatically populated with patient and clinic information. This is not shown in the image used in Step 3.

4. Click **Agree and Submit**.

After submitting the form, a confirmation message is shown. Relay this information to the patient.

Form Submitted

A CaptionCall representative will contact the patient to schedule installation of the phone. For assistance or questions, call (877) 557-2227

The following terms and/or common procedures are used in this document:

Navigate to the Administration screen	On the top navigation bar, click the **administration** tab.

Navigate to the Patient Summary	1. Enter the patient's full or partial name in the **enter patient** field. Use the **Enter/Return** key or click **search** to search for the patient's record.
	2. Under **Search Results**, click the patient's name to open the Patient Summary.

Appendix B. Document Revision History

Rev #	Date	Description
1.0	2023-05-16	Document rewrite and branding update. Added configuration instructions.
0.1	2021-05-12	Initial document creation.