



# CaptionCall User Guide

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Revision 1.0

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# 1. Overview

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 Pro.

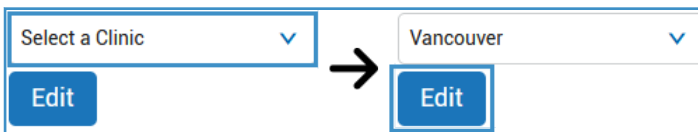
## 2. CaptionCall Configuration

Before you can use Sycle's built-in CaptionCall referral feature, you must enter your clinic's referral account number (Account ID) in Sycle.

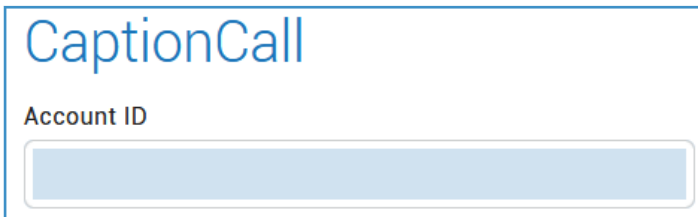


If you don't have an account number, you must first sign up as a CaptionCall provider. This can be done at [sorenson.com](https://sorenson.com) (**Providers > Become a Provider**) or by calling **877.385.0936**.

1. [Navigate to the Administration screen.](#)
2. In the *Select a Clinic* field, select a clinic and click **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.

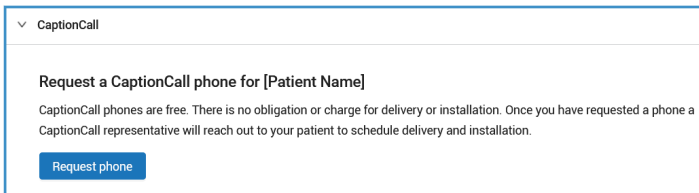



If you don't have an account number, you must first sign up as a CaptionCall provider. This can be done at [sorenson.com](https://sorenson.com) (**Providers > Become a Provider**) or by calling **877.385.0936**.

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

### 3. Submitting a CaptionCall Form

1. *Navigate to the Patient Summary.*
2. Navigate to the **Equipment** tab of the *Patient Summary*.
3. Scroll down to and click the **CaptionCall** section to expand it.
4. Click **Request phone** to open the *Request CaptionCall phone* window.

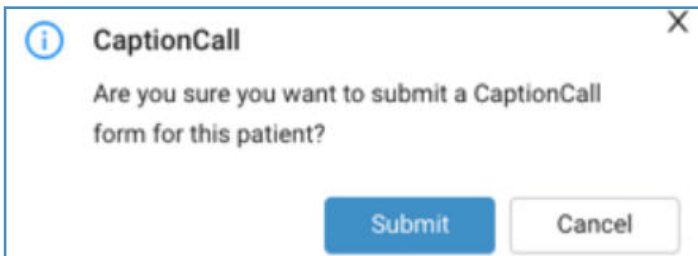


5. Review the information in the *Request CaptionCall phone* window and click **Submit request**.

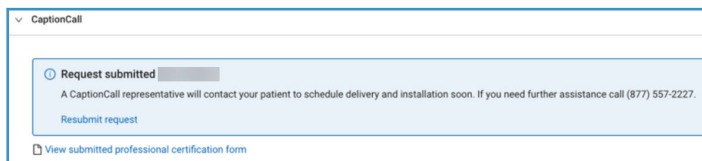


The *Request CaptionCall phone* window is automatically populated with patient and clinic information.

6. When prompted, click **Submit**.



The **CaptionCall** section of the Patient Summary will update with a confirmation of the submission request. Relay this information to the patient.



You can view the submitted form by clicking **View submitted professional certification form**.

## Appendix A. Glossary

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

Navigate to the Administration screen      Click the arrow in the top-left of the screen. From the dropdown menu, select **Administration**.



Navigate to the Patient Summary

1. Enter the patient's full or partial name in the **Patient** field. Use the **Enter/Return** key or click the Patient Search icon (🔍) to search for the patient's record.
2. Review the search results and 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.