

Patient Guide to CART Transcription During a Virtual Care Visit

CART (Communication Access Realtime Translation) is a service that provides **instant, written captions** of everything your provider says during your virtual care visit. This guide explains what you can expect and how to see the captions during your appointment.

What is CART Transcription?

CART provides word-for-word text of spoken information in real time. A trained professional (a stenographer) listens during your visit and types what your provider says so you can read it on your screen. CART may help you if you are Deaf, hard of hearing, or prefer written text to better engage with your appointment.

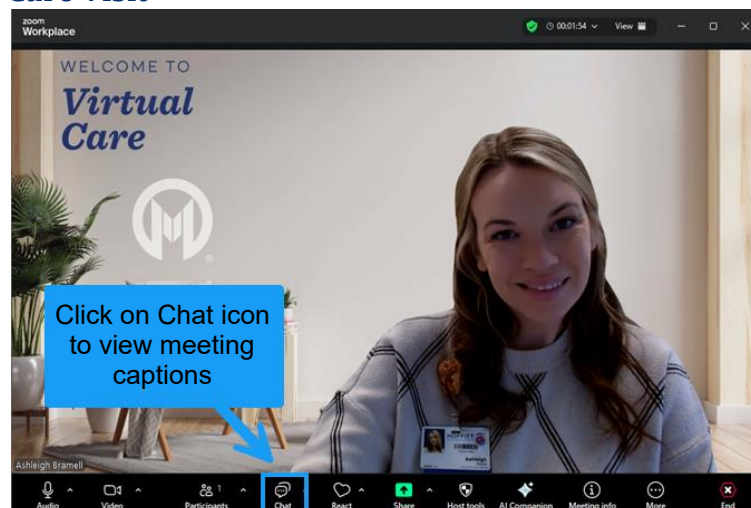
How CART Works During a Virtual Care Visit

1. Before Your Appointment

Please follow any instructions provided by the Virtual Care Team. You do not need to do anything additional at this step.

- CART is scheduled ahead of time by the Language & Communication Access team.
- The CART stenographer and a Language and Communication Access Team Member join the Zoom room about 10 minutes early to make sure everything is working.

2. Starting Your Virtual Care Visit



- When you join your visit, you will be asked to **open the Zoom chat box** where your captions will appear.
- The stenographer stays off camera and will not participate in the conversation.



3. During the Visit

- Your provider will talk with you as they normally would.
- You will see what your provider says appear as text in the Zoom chat in real time.
- If Zoom chat is not working well for you, the stenographer can provide a secure Stream Text link, so you can read captions in a separate window. (Zoom chat is still the preferred method when possible.

Tips for a Smooth CART Experience

- If your provider shares slides or images, captions will continue normally.
- Speaking one at a time helps keep the captions accurate and easy to follow.
- If anything is unclear, feel free to tell your provider so the stenographer can adjust.

Important Things to Know

- **No transcript is saved.** CART is a live service only. If you want to review what was discussed, you can find your provider's notes in the **patient portal**.
- The stenographer only captions **your provider's speech**, not yours.
- For your privacy, the stenographer will avoid using your name and will use terms like **"the patient"** instead.
- I have attached an **Example Video of CART Transcription Services Virtual Care Visit** to this email. Please view it so that you can see what to expect.

If you have any questions, or need any other reasonable modification, please contact
AccessCoordination@Moffitt.org

