CaptionCall

From Referral to Installation



What your patients can expect after a referral.

CaptionCall is available at no cost to people with hearing loss who need captions to understand phone calls. If that sounds like your patient, here are the next steps:

1 Referral
You refer an eligible patient to CaptionCall.

2 Scheduling
CaptionCall contacts the patient within 2 business days to schedule installation.

3 Delivery & Setup
A CaptionCall representative delivers the phone and helps set it up.

4 Stay Connected
Your patient enjoys no-cost telephone captioning and reconnects with confidence.

Prepare Your Patients

- ☐ Have you provided your patient with a "What to Expect" card?
- ☐ Are they aware our scheduling team will be reaching out soon?

Fast-Track Options

To speed up the process, patients can proactively call our scheduling line at:

1-866-385-0936



Need Help?

If you have any specific questions, contact your account manager or call

1-877-385-0936

CaptionCall and CaptionCall Mobile are available in the United States only. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP captioned telephone service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No costs are passed along to individuals who qualify for the service. The CaptionCall phone and CaptionCall Mobile app remain the property of Sorenson in order to provide ongoing support, service, and upgrades. Legal Notices: sorenson.com/legal.

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