

1-Page Clinic Staff Guide: Using Zip Captions with Patients

Quick instructions for reception desks, pharmacy counters, audiology clinics, and consultation rooms.

Use Zip Captions whenever a patient who is deaf, hard of hearing, or an older adult asks for visual text support during check-in or routine appointments.

4-Step Routine for Clinic & Reception Staff

1. Open the Browser: Go to <https://zipcaptions.app> in Google Chrome, Edge, or Safari on your desk computer or clinic tablet.
2. Position the Microphone: Use a directional USB desk microphone pointed toward the staff member speaking so background waiting-room noise is minimized.
3. Set High-Contrast Large Text: Increase the font size slider and turn on high-contrast mode so the patient can read comfortably without leaning in.
4. Clear the Screen After the Visit: Click Clear or close the browser tab as soon as the patient interaction finishes so the next patient sees a blank screen.

Best Practices for Speaking Clearly

- * Speak at a natural, steady pace facing the patient so they can see both your facial expressions and the captions.
- * Spell out unusual medication names or appointment dates if background noise interferes with a word.
- * Remember that automated captions are a supportive aid and do not replace certified medical interpreters for complex clinical consent.