Problem to be addressed:
Deaf people don't really understand VRI and then to have them try to understand the device to make it work often leads to frustration and frustrations lead to misdiagnosis.

Proposed Solution:
To have CDI work along with VRI So that they are aware of how to handle the device and become familiar with VRI so that deaf people can remain calm and focus entirely on the medical situation and get proper diagnosis.

Rationale:
if they don't, then in the long run, it could cause more complications due to misunderstanding.

Fiscal Impact:
If they didn’t do it right the first time, then it could cost more down the road.

NAD Board/HQ Response:
The NAD has a CDI Task Force that has been tasked with developing a document that explains exactly what CDIs do, and this is for all settings including VRI. The NAD, in partnership with DSA, has a policy statement for VRI standards as well: https://www.nad.org/about-us/position-statements/minimum-standards-for-video-remote-interpreting-services-in-medical-settings/

Incorporating CDIs in all VRIs is difficult when there is no government oversight of VRI right now. We have been working for years to convince government agencies to regulate VRI and will continue to do so.