



STAY CONNECTED: Tips for Virtual Visitation

For everybody's safety during the COVID-19 response, St. Mary's and Clearwater Valley Hospitals and Clinics have taken the responsible step to limit visitors to our hospitals. Meanwhile, we appreciate that staying connected to loved ones can have a positive impact on a patient's health and well-being. And it's important for family and friends to stay in touch and aware of a patient's status throughout their care. Thanks to today's internet and social media tools, virtual communication is easier than ever.

IN-ROOM PHONE:

Remember, patients can use their hospital bedside phone to visit with loved ones if they don't have access to a smartphone, tablet or laptop.

FREE WI-FI

Our patients and visitors can connect to our free Guest Wi-Fi while visiting our facilities. To connect, look under available Wi-Fi networks on your device, and select "guestwifi". The username and password is "guest" for both (without quotes).

FREE TOOLS & APPS

Consider using some of the following tools and apps on your personal smartphone, tablet or other device. Data charges may apply if you're not using our free Wi-Fi.

- **Email**
- **Texts**
- **Applications downloaded from the App Store (Apple) or Play Store (Android).**

INSTRUCTIONS

Step 1: CONNECT TO OUR FREE WI-FI (*See above*)

Step 2: SELECT YOUR APP

If your smartphone, tablet or laptop has a camera, you may already have some of the following apps installed. **Note: Both people communicating will need to download the same application. Most apps are free to download.**

Face-to-face on your smartphone and devices (requires a camera on both devices):



• **FaceTime (Apple)**



• **Zoom** (free account & works on Apple or Android or Computer)

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INSTRUCTIONS (continued)

Connect with video, voice or text via the internet or on a device:



- Google Duo
(duo.google.com)



- Google Hangouts
(hangouts.google.com)



- WhatsApp
(whatsapp.com)



- Skype
(skype.com)



- Signal Private Messenger
(signal.org)

Step 3 : VIDEO CHAT, CALL OR TEXT YOUR LOVED ONES

If you plan to use the camera/video feature with the app you've chosen, make sure you're connected to the internet.

FOR APPLE DEVICES: FaceTime

- In your device's contact list, select the person and then select the video icon at the top of the contact screen. *OR:* Open FaceTime and select the "+" (plus) button, start typing the person's name and select it when it appears.
- If you do not have the person's information stored in your contacts, in FaceTime, select the "+" (plus) button and type in their phone number or email address, hit "return" and you'll be ready.
- Once the contact appears in the "To" field, tap the phone icon to make a voice call or the camera icon to video chat.

FOR ANDROID DEVICES: Google Duo

- Select "search contacts or dial."
- If you have the person saved in your contacts, begin to type their name and select it when it appears.
- If you do not have the person's information stored in your contacts, type in their phone number or email address, then select them.
- You can then select from the options to make a voice call, video chat or message them.
- If you see the option to "invite," it means the other person does not have Google Duo installed on their device and they may not be able to connect with you.

FOR ZOOM USERS

- Open your Zoom app on your desktop and click Sign In.
- Log in using the E-mail and password that you have created, or with Google(Gmail), Facebook, or Login with SSO.
- Click the downward arrow and select Start with video, then click New Meeting to start an instant meeting.
- Click +Invite and E-mail meeting link to the person you want to meet with.

