Connecting with your loved one in the hospital.

We know connection with loved ones is an important part of the healing process. With limited in-person visitation in our hospitals due to the COVID-19 pandemic, we're encouraging families to connect over the phone or via video chat to stay connected.

Our team members are extremely busy caring for your loved one and our other patients. We're also experiencing extremely high call volumes to our nurse's station. Thank you for your patience during this time.

Tips for staying in touch

- **Our busiest hours are in the morning from 7 – 10 am. That's when our night-shift and day-shift staff turnover and share details with each other about your loved one for continuity of care.** If you do need to call, please try to call outside of these hours.

- **The best way to stay in touch with your loved one is by calling their personal device.** If they need a phone charger or other comfort items, you may make a drop-off at our screening tables at the front entrance of the hospital.

- **Our providers check in on your loved ones often and discuss the plan of care for the day ahead.** Encourage your loved one to call you on speakerphone or video call prior to the provider delivering the update.

- Please know that we call you as often as we are able or if the condition of your loved one changes.

To make a video call (FaceTime) on an iPhone or iPad to someone else using an iPhone or iPad

There are a few ways to make a FaceTime call.

1. Open the FaceTime app by clicking this button on your phone. Tap the plus **+** button and type the person's phone number or email address. Tap the number or address, then tap Audio or Video.

2. If you have the person's phone number or email address saved in your Contacts, you can open your contact app . Then, start typing their name in the search bar and tap the name when it appears. Then tap Audio or Video.

3. You can also start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.

To make a video call between iPhone and Androids

1. Install **Google Duo** either from the Google Play Store on Android or from the iTunes App Store on iPhones and iPads. Make sure everyone you want to chat with also installs the app.

   Note: When you download the app, click "allow access" when prompted so the app can access your microphone, camera and contacts.

2. Swipe up on the bar on the bottom of the screen.

3. Tap **Create Group**.

4. Add the people you want to be in your group on the phone call. Remember, they have to have the **Google Duo** app installed also. You can select up to seven other people.

5. Tap **Done**.

6. Tap the pencil icon to name your group – ex: **Loved Ones** or **Family**.

7. Now, on the main screen, you'll see the group you just created. Just tap it and click **Start** to begin the call.

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