

# Your friends & family may not be able to visit right now, but they can still feel close by.



Seeing loved ones while you receive care is vital to your health and well being. Due to COVID-19, CarolinaEast Medical Center currently has visitor restrictions in place that may limit the ability for your friends and family to visit you during your stay. But, that doesn't mean you can't connect - many phones, tablets, and computers have free and easy ways to communicate with your friends and family via video, voice or text\*.

## Tips for Virtually Connecting with Loved Ones Using your Personal Device\*

### Step 1: Find an App for That

If your smartphone, tablet or computer has a camera there is a good chance you have an app already installed to connect with your loved ones virtually. **You and the person you are trying to connect with must use the same app.**

Common Video Chat Apps on Smartphones and Devices:

#### Apple Devices



#### Android Devices



If your personal device has a camera but does not have FaceTime or Google Duo, you can download one of the apps below to connect with loved ones via video, voice or text.



Facebook Messenger  
(messenger.com)



Skype  
(Skype.com)



Google Hangouts  
(hangouts.google.com)



Google Duo  
(duo.google.com)



WhatsApp  
(whatsapp.com)



Signal Private Messenger  
(signal.org)

Turn page for more step by step instructions 

**\*If you do not have access to a smartphone, tablet or computer, consider using your in-room phone to visit with loved ones.**

## Step 2: Connect to Wi-Fi



If you plan to use the video feature of the app you have selected, it's best to connect to Wi-Fi. Please see in-room instructions, or ask your care team about how you can connect to our guest Wi-Fi.

## Step 3: Video Chat, Call or Text Your Loved ones

If you plan to use the video feature of the app you have selected, it's best to connect to Wi-Fi. Please see in-room instructions, or ask your care team about how you can connect to our guest Wi-Fi.

### Instructions for Apple Devices - FaceTime



- If you have the person's phone number or email address already saved in your contacts, tap the plus button **+** start typing the person's name and select the name when you see it pop up.
- If you do not have the person's contact information stored in your contacts, tap the plus button **+**, type the person's phone number or email address and then tap the "return" button.
- Once your contact(s) are in the "To:" field, tap  to make a voice-only call or the  to video chat.

### Instructions for Android Devices – Google Duo

- Tap on "search contacts or dial"
- If you have the person's phone number or email address saved in your contacts, begin to type the person's name and select the name when you see it pop up.
- If you do not have the person's contact information stored in your contacts, type in their phone number or email address and click the phone number below.
- Once you select their name, you will have the option to select voice, video or message.
- If your only option is to "invite," the person you are trying to connect with does not have the Google Duo app installed on their device and may not be able to connect with you via Google Duo.



**\*If you do not have access to a smartphone, tablet or computer, consider using your in-room phone to visit with loved ones.**