

As we navigate the COVID-19 pandemic together, we are continually developing new protocols with your safety and convenience in mind. We have implemented expanded patient and visitor precautions, including visitation policies.

We know that staying in touch with friends and family is vital to your care and encourage you to call, video call and text with your loved ones throughout your stay using a smart phone, tablet or laptop.



Step 1: Connect to Wi-Fi

Free Wi-Fi is available throughout the facility.

Step 2: Download an App or Visit a Website

If your smartphone, tablet or laptop has a camera there is a good chance you have an app already installed to make a video call.

FaceTime (Apple)



- Select the FaceTime app.
- Select the blue + in the top right corner.
- Start typing the person's name in the To: field or click the blue + icon to search your phone's Contacts.
- A green button will appear. Select Video to make a video call.

Google Duo (Android)



- Select the Google Duo app.
- In the "Search Contact or Dial" field, type the person's name or dial their phone number. You can also scroll up to find a person's name.
- Once you select their name a blue Video Call button will appear.

Additional apps and websites to connect with friends and family:

- Facebook Messenger | messenger.com
- Google Hangouts | hangouts.google.com
- WhatsApp | whatsapp.com
- Skype | skype.com
- Google Duo | duo.google.com
- Signal Private Messenger | signal.org

Step 3: Setup Your Account

Follow the steps in the app to setup an account. When prompted for the app to access your camera and microphone make sure to accept. Remember that you and the person you are trying to connect with must both download the app and setup an account.

Step 4: Start Your Visit

Initiate a call, video call or text message. If your friend or family member does not answer at first, they will be able to leave a message or call you back.

If you need assistance getting a virtual visit setup, please contact a member of your care team.