



STAY CONNECTED:

Tips for virtual visitation

For everybody's safety during the COVID-19 response, UF Health has 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

While on-site at UF Health, use our free Wi-Fi. It's available in patient rooms, lobbies, waiting rooms, dining areas and terraces. No password is needed. Just read and accept the "Acceptable Use Policy" to connect. **Select this network: ufhealthguest**

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)



- Google Duo (Android)

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INSTRUCTIONS (continued)

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



- Facebook Messenger
(messenger.com)



- Google Hangouts
(hangouts.google.com)



- WhatsApp
(whatsapp.com)



- Google Duo
(duo.google.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

- During set up, select "allow" when prompted so Duo can access your microphone and camera.
- You will also be prompted to verify your phone number via a text code sent to your device.
- 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.