

# How to Virtually Visit Your Friends and Family



As community spread of COVID-19 continues to increase, Texas Health has refined its visitor policy to protect patients and caregivers. We know that interacting 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 smartphone, tablet or laptop.

If you do not have access to a smartphone, tablet or laptop, we encourage you to use the phone in your room to speak with friends and family.



## Step 1: Connect to Wi-Fi

Please see your in-room instructions about how to connect to Wi-Fi or ask your care team for assistance.

## 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](https://messenger.com)
- Google Hangouts | [hangouts.google.com](https://hangouts.google.com)
- WhatsApp | [whatsapp.com](https://whatsapp.com)
- Skype | [skype.com](https://skype.com)
- Google Duo | [duo.google.com](https://duo.google.com)
- Signal Private Messenger | [signal.org](https://signal.org)

## Step 3: Setup Your Account

Follow the steps in the app to setup an account.

When prompted if the app can 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.**

