

# We can help you connect with friends and family during your hospital stay.

**Due to COVID-19, we are limiting visitors to keep you and your care team safe.** But, that doesn't mean you can't see them using a device like a smartphone or iPad. Many phones, tablets and computers have free and easy ways to connect with your loved ones. If you don't have a device, we can provide one. If you don't know how to use it, we can show you how. Or, use the directions below.

## Don't have a device or need help connecting through your device? Our virtual visit volunteers can help!

Ask or look for people in bright red jackets or shirts. Their name badge will say 'Volunteer.' These are our virtual visit volunteers. They can help you connect with friends and family during your stay.

To arrange for a virtual visit:

- Ask someone who is caring for you;
- Email [virtualvisit@hitchcock.org](mailto:virtualvisit@hitchcock.org); or
- Call (603) 650-5341.

Service hours: Daily as volunteers are available.

- Any device that we provide is clean and safe to use.
- Your video chats with family and friends are private and will stay in the room.

## Three steps to connect with loved ones using your 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



FaceTime

#### Android Devices



Google Duo

If your 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)



**Zoom**  
(zoom.us)



**Google Duo**  
(duo.google.com)



**WhatsApp**  
(whatsapp.com)



**Signal Private Messenger**  
(signal.org)

## Step 2: Connect to wi-fi

To use the video feature of the app you have selected, connect to our guest wi-fi named 'D-H Guest.'

## Step 3: Video chat, call or text your loved ones

Once you are connected to our guest wi-fi you can connect to your loved ones through a video chat. If you plan to use FaceTime or Google Duo, see instructions below.

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### Instructions for FaceTime on Apple Devices

- 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.



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### Instructions for Google Duo on Android Devices

- 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.
- Once you select their name, you will have the option to select voice, video or message.
- If you only see "invite" when you select the person you are trying to reach then the person does not have the Google Duo app installed on their device and may not be able to connect with you through Google Duo. Please see the opposite side of this sheet for other possible apps you can try as long as your loved one also has the chosen app installed on their phone.

