

Your friends and 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, Dartmouth-Hitchcock Health facilities currently have visitor restrictions in place that will 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 using video, voice or text.

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

For adult hospitalized patients that do not have their own device and/or those who are unable to communicate with a device due to limited knowledge of electronics, awareness or physical ability, we can help! A virtual visit coordinator can provide a fully sanitized device (phone or tablet) for the patient to use. And, the coordinator can help with getting the patient connected with their loved one online, whether using the patient's device or one provided by Dartmouth-Hitchcock. The service is available, Monday-Friday, 8:00 am to 6:00 pm. To arrange a virtual visit, patients, their loved ones or the patient's care team can contact the virtual visit team at: virtualvisit@hitchcock.org or (603) 650-5341.

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:

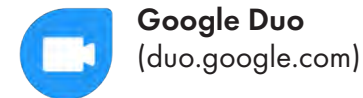
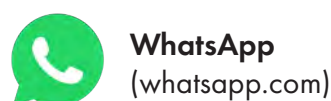
Apple Devices



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.



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 our guest wi-fi.

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. Please see the instructions below for connecting through FaceTime or Google Duo. Or, you can call or text loved ones. All hospitalized patients should have a telephone signal while in the hospital.

Instructions for 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.



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.
- 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.

