

# Connecting remotely: options for visiting virtually with family and friends

Staying connected with loved ones while you receive care is vital to your health and well being. Due to COVID-19 precautions, Michigan Medicine has temporarily changed our family and guest policy, which may 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 by video, voice or text. If you do not have access to a personal device, consider using the in-room telephone to call and connect with loved ones.

## Tips for virtually connecting using your personal device

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### Find an app that works for you

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 personal device has a camera but does not have FaceTime or Google Duo, you can download one of the apps below to connect via video, voice or text:



Facebook Messenger  
messenger.com



WhatsApp  
whatsapp.com



Google Hangouts  
hangouts.google.com



Skype  
skype.com



Signal Messenger  
signal.org



Google Duo  
duo.google.com

# Tips for virtually connecting using your personal device

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## Connect to Wi-Fi on the "MGuest-UMHS" network

- Start up your device, and enter the address of any web site. You'll be redirected to a login page.
- Enter your last name and e-mail address, and click "Accept." On the next page, click "Continue" and you will be directed to the Michigan Medicine website. You are now connected to Wi-Fi!

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## Video chat, call, or text your loved ones

### Instructions for Apple Devices - FaceTime



- 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 is in the "To" field, tap the phone icon to make a voice-only call, or tap the camera icon 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 and click the phone number below.
- Once you select their name, you can select voice, video or message.
- If your only option is to "invite," the person you are trying to connect with does not have the Google Duo app installed on their device and may not be able to connect with you via Google Duo.

*Do not use cell phones within one foot of a medical device. Cell phones may be used in hospital lobbies and public areas, on patient floors, and in general care patient rooms. In the intensive care unit (ICU), cell phones may only be used in waiting areas.*