



STAYING CONNECTED

TIPS FOR VIDEO CHAT DURING COVID-19

Staying connected with loved ones while you receive care is vital to your health and well-being. For your safety, our patients' safety, and the safety of our hospital staff, Sentara has visitor restrictions in place to protect against COVID-19 spread. This does not mean that you cannot connect with your loved ones and keep them informed of your status. We encourage our patients to use their smartphone or tablet devices to stay connected to loved ones any time during your hospitalization.

Consider One of the Following Apps to Connect by Video Chat with Your Loved Ones

You and the person you are trying to connect with must use the same video chat app. These apps can be downloaded to your device through the dedicated app store. Below are some of the most popular used for video chat.



Zoom

Need help?

Go to bit.ly/sentarazoom



**Facebook
Messenger**



Facetime

(Apple Devices Only)



**Google
Hangouts**



Google Duo



WhatsApp



Skype



Viber

Together we are working to meet the challenges that continue to evolve each day. We cannot adequately express how much we appreciate the unwavering dedication and professionalism of our care teams in caring for our patients and our community not only during this time, but every day of the year.

To our patients and their families, we appreciate your patience and flexibility during this time. It takes all of us to do our part to minimize the impact of COVID-19.

TIPS FOR VIDEO CHAT USING YOUR DEVICE WITH FACETIME OR GOOGLE DUO

NOTE - If you plan to use the video chat feature of the app you have selected, it's best to connect to WiFi on the "CARE4U" network if you are within a Sentara facility.

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(s) are in the "To:" field, tap the phone icon  to make a voice-only call or the video 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 will have the option to 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.