

Guide to Virtual Visitation

The well-being of our community remains the top priority at Enloe Medical Center. During the Novel Coronavirus (COVID-19) pandemic, visits are limited for the safety of our patients and caregivers. This change is based on recommendations from the Centers for Disease Control and Prevention (CDC), and the California Department of Public Health (CDPH).



We know the positive impact visits have on healing and are happy to help you connect with your loved ones during their stay at Enloe Medical Center. In fact, we offer several virtual visitation options. To stay in touch, you can:

- **Call** the hospital at (530) 332-7300 and ask to speak with your loved one.
- Send **eGreetings** through our website at www.enloe.org/egreeting. These are delivered daily.
- Use a smartphone, tablet or computer.
- Try Zoom. **Patients can request to use an Enloe tablet to speak with their loved ones using this app.**

STAY CONNECTED WITH LOVED ONES

Would you like to talk to your loved using a smartphone, tablet or computer, but don't know where to start? Follow these steps.

Step 1. Find an App to Use

You and your loved one must use the same app.



Apple devices often have FaceTime installed.



Android devices often have Google Duo.

If your device has a camera, but does not have FaceTime or Google Duo, download one of these apps:



Facebook Messenger
(messenger.com)



WhatsApp
(whatsapp.com)



Google Duo
(duo.google.com)



Google Hangouts
(hangouts.google.com)



Skype
(Skype.com)



Signal Private Messenger
(signal.org)

Step 2. Connect to Enloe's Wi-Fi

If you're going to use the video feature of an app, you'll need to connect to the internet. Enloe offers free Wi-Fi on its campuses through the network called "Enloe-Guest-Access." Feel free to use it if you're in one of our locations.

Step 3. Chat with Your Loved one

Using Zoom

- Sign in to your Zoom account and create a new meeting.
- Click the Zoom icon and drop-down box to view the Meeting ID number.
- Share that ID number with your loved one through a text, email or phone call.
- Have your loved one sign in to his or her Zoom account, select to join a meeting and enter the Meeting ID you shared. This will connect you.
- To hear each other, be sure both of you select Call Using Internet Audio.
- Once you're done visiting, click the End button and then End Meeting for All.

Using FaceTime

- If you're using FaceTime, tap the plus (+) button then start typing the person's name and select the name if it appears. (You'll see the name appear if you have the person's phone number or email address saved in your contacts.)
- If you don't have that information, 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 to make a voice-only call or the video icon to chat.

Using Google Duo

- If you're using 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 it appears.
- If you don't have the person's contact information stored in your device, type in the phone number or email address and click the phone number below.
- Once you select the person's name, you will have the option to select voice, video or message.
- If your only option is to "invite," the person you're trying to connect with does not have the Google Duo app installed on his or her device and may not be able to connect with you via Google Duo.



Source: The Beryl Institute