

Maintaining Contact with Your Hospitalized Loved One

In an effort to protect our patients, families, visitors and staff, and prevent the spread of COVID-19, changes have been made to our visitation policy. We know how important it is to keep you and your loved one connected during their hospitalization to promote safety and healing. We encourage you use the applications and communication tools available to you and your family member on your personal devices. Please see below for ways to stay connected using your computer or cellular phone/smart device (smart phone, tablet/iPad).

Communicate via Telephone:

If you do not have the phone number to your family member's room, please call the main unit number to obtain it. See below for the phone numbers by unit:

MAIN CAMPUS TOWERS INPATIENT:

<ul style="list-style-type: none"> • 2A Neonatal Intensive Care Unit (NICU): 216-778-5918 • 2B Mother Baby/Post-Partum Unit: 216-778-4578 • 2C Mother Baby/Post-Partum Unit: 216-778-4360 • Labor & Delivery Unit: 216-778-4830 • 3B Neurocritical Care Unit (NCCU): 216-778-2604 • 3C Cardiac Step-Down Unit: 216-778-3731 • 4A Pediatric Intensive Care Unit (PICU): 216-778-5980 • 4B Medicine Unit: 216-778-4651 • 5S Burn Intensive Care Unit (BICU): 216-778-5646 • 6C Acute Care for Elders Unit: 216-778-5760 • 7A Orthopaedics/Surgery Unit: 216-778-3807 • 7B Trauma Unit: 216-778-4670 • 7C Trauma Unit: 216-778-3818 	<ul style="list-style-type: none"> • 8A Neurosurgery/Spine Unit: 216-778-8113 • 8B General Surgery Unit: 216-778-4677 • 8C Post Procedure Care Unit: 216-778-4679 • 9B Stroke/Medicine Unit: 216-778-4657 • 9C Stroke/Medicine Unit: 216-778-1952 • 10B Medicine Short Stay Unit: 216-778-4483 • 10C Cancer Care Unit: 216-778-4682 • 11B General Medicine Unit: 216-778-4405 • 11C General Medicine Unit: 216-778-8260
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MAIN CAMPUS CRITICAL CARE PAVILION (CCP) INPATIENT:

<ul style="list-style-type: none"> • 3 East Cardiac Intensive Care Unit (CICU): 216-957-5700 • 3 West Surgical Intensive Care Unit (SICU): 216-957-5700 • 3 West Trauma Intensive Care Unit (TICU): 216-957-5700 	<ul style="list-style-type: none"> • 4 East-Critical Care Step-Down Unit: 216-957-5800 • 4 West-Medical Intensive Care Unit (MICU): 216-957-5800
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METROHEALTH OLD BROOKLYN HEALTH CENTER (OBC) INPATIENT:

<ul style="list-style-type: none"> • 6N-Acute Spinal Cord Injury Rehabilitation: 216-957-3605 • 7N-Acute Stroke Rehabilitation: 216-957-3635 • 8N-Acute Traumatic Brain Injury Rehabilitation: 216-957-3675
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Communicate via Text:

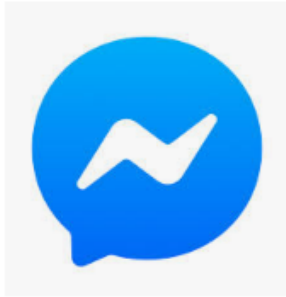
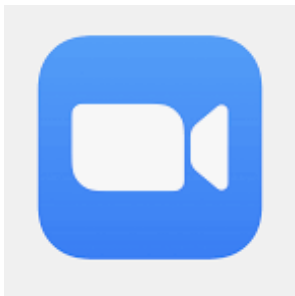
If you both have mobile/cellular phones which send and accept text messages, this is a great way to obtain real-time information and check-in on a regular basis.

Communicate with Letters via E-mail:

If you would like to write a letter to your loved one, you can e-mail it to experience@metrohealth.org. Your letter will be printed and hand-delivered to your loved one. Please make sure you include their name in the e-mail, so we know to whom the letter should be delivered.

Communicate via Video Chat:

<p>If both you and your loved one <u>have</u> an Apple device</p>	
	<p>Try FaceTime</p> <ul style="list-style-type: none"> • This application is already installed on most Apple devices. • Access FaceTime by selecting the icon (shown on the left). • Once in the app, tap the “+” button and type in the name (as listed in your contacts), phone number or email address of the person you are trying to reach. • Tap the number or address, then tap “Video.” <p>More detailed instructions are listed on the following website: https://support.apple.com/en-us/HT204380</p>
<p>If both you and your loved one <u>have</u> access to a smart device or computer, but one or both of you has an Android or non-Apple device</p>	
	<p>Try Google Duo</p> <ul style="list-style-type: none"> • To access this application from your phone, start by downloading it from the App Store (Apple) or from Google Play (Android). • Once downloaded, select the icon (shown on the left). • You will be asked to enter your phone number (the phone number you enter must be able to receive text messages). • An access code will be provided via text message. Once you enter the code, follow the prompts. • Enter the name (as listed in your contacts) of the person you are trying contact into the search box. Tap “Video call” to connect. <p><i>Please Note: This application is also accessible using a computer (you will need a web camera to video chat).</i></p> <p>More detailed instructions, including how to access Google Duo on a computer, are listed on the following website: https://support.google.com/duo</p>

<p>If both you and your loved one <u>have</u> Facebook</p>	
	<p>Try Facebook Messenger</p> <ul style="list-style-type: none"> • Even if you have the Facebook app, you still need to download the Messenger application. • Once downloaded, select the icon (shown on the left). • Open a conversation with the person you want contact. • Click the video camera icon in the top right corner. • This application also allows you to exchange messages via text. <p><i>Please Note: Both the caller and the person being called must have the Messenger application if using a smart device (smart phone, tablet/iPad). Messenger is also accessible using a computer (you will need a web camera to video chat).</i></p> <p>More detailed instructions, including how to access Facebook Messenger are listed on the following website: Messenger Help Center Facebook</p>
<p>If you <u>have</u> a smart device or mobile / cellular phone, but your loved one does not</p>	
	<p>MetroHealth is using Zoom</p> <p>Please call the unit where your family member is admitted to schedule a time for a video chat with your loved one. The unit phone numbers are listed on the first page of this document. An iPad with the Zoom application will be provided to your loved one.</p> <ul style="list-style-type: none"> • Download the Zoom application on your smart device (smart phone, tablet/iPad) or access the platform via the Zoom website at https://zoom.us/join. • When it is time for your video chat visit, a member of the care team will contact you via phone to provide you with the personal meeting ID number and the password. • Patients who need it, will receive assistance with holding the iPad.

To Join a Zoom Video Chat Session Using Your Personal Smart Device (via the Zoom application):

- At the time of the video chat session, you will receive a call from a member of the Compassionate Care Rounding team. They will provide you with the personal meeting ID number and password required for you to join the video chat.
- Open Zoom by tapping the **app icon**.
- Tap **Join**.
- Enter the personal meeting ID number provided to you, then tap **Join** again.
- Enter the password provided to you.
- Select **Call Using Internet Audio**.
- Select **Join with Video**.