MetroHealth

Maintaining Contact with Your Hospitalized or Resident Family Member

In an effort to protect our patients, families, visitors and staff, and prevent the spread of COVID-19, recent changes have been made to our visitation policy. We know how important it is to keep you and your loved ones connected during their hospitalization to promote safety, healing and emotional support. 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 mobile / cellular device.

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:

- Burn Intensive Care Unit: 216-778-5646
- Cardiac Intensive Care Unit: 216-957-5700
- Cardiac Step-Down Unit: 216-778-3731
- Medicine Intensive Care Unit: 216-957-5800
- Medicine Step-Down Unit: 216-957-5800
- Neonatal Intensive Care Unit: 216-778-5918
- Neurocritical Care Unit: 216-957-5800
- Pediatric Intensive Care Unit: 216-778-5980
- Surgical Intensive Care Unit: 216-957-5700
- Trauma Intensive Care Unit: 216-957-5700

PRENTISS CENTER: 216-957-8014

METROHEALTH OLD BROOKLYN HEALTH CENTER:

- Acute Spinal Cord Injury Rehabilitation: 216-957-3605
- Acute Stroke Rehabilitation: 216-957-3635
- Acute Traumatic Brain Injury Rehabilitation: 216-957-3675

Communicate via Text:

If you and your family member both have mobile / cellular phones which send and accept text messages, this is a great way to obtain real-time information, and be able to check-in on a regular basis.
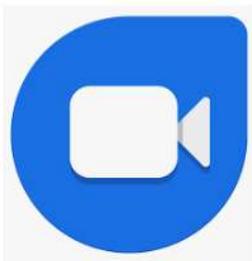
Communicate with Letters via E-mail:

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 family member. Please make sure you include their name in the e-mail, so we know to whom the letter should be delivered.

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Communicate via Video Chat:

If both you and your loved one <u>have</u> an Apple device	
	Try FaceTime • 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." *Please Note: This application is only available on (the majority of) Apple devices.* More detailed instructions are listed on the following website: https://support.apple.com/en-us/HT204380
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	
	Try Google Duo • 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 (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. *Please Note: Both the caller and the person being called must have Google Duo. This application is also accessible using a computer (you will need a computer camera to video chat).* More detailed instructions, including how to access Google Duo on a computer, are listed on the following website: https://support.google.com/duo?

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If both you and your loved one <u>have</u> Facebook	

	Try Facebook Messenger • 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. *Please Note: Both the caller and the person being called must have the Messenger application if using smart cellular / mobile devices. Messenger is also accessible using a computer (you will need a computer camera to video chat).* More detailed instructions, including how to access Facebook Messenger are listed on the following website: https://www.facebook.com/help/240197935990595

If you <u>have</u> a smart device or mobile / cellular phone, but your loved one does not	
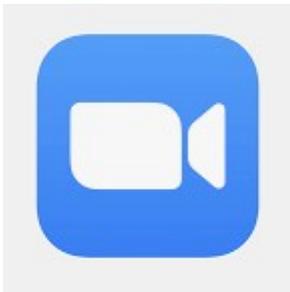
	MetroHealth is using Zoom Please call the unit where your family member is admitted to schedule time to video chat. Video chat using a MetroHealth device is available 7 days per week, between the hours of 10 a.m. - 3 p.m. and 6 p.m. - 9 p.m. Video chat sessions can be scheduled for up to 40 minutes at a time. 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. • Download the Zoom application on your smart device or mobile / cellular phone or access the application via the Zoom website - *See detailed tips below for setting up your free Zoom account.* • When it is time for your video chat visit, a member of the care team will help your loved one 'call' your Zoom account. You will need to provide staff with your e-mail address. • Patients who need it, will receive assistance with holding the iPad.

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Tips for Setting Up Your Free Zoom Account:

- To get Zoom on a smartphone or personal computer **go to the App Store**, search and **download Zoom.**
- Click the downloaded **Zoom app** on the screen.
- Click **Sign Up** on the bottom left of the screen
- **Enter** your **email address, first name, last name**
- Click **Terms of Service**
- Click **Return**
- A **confirmation email** will be sent to your email address.
- Activate the account and create a password
- **Sign into Zoom**

To Begin a Video Chat Session Using Your Personal Device:

- Provide the e-mail address you used to create your Zoom account to the unit staff.
- Click/Tap the **Zoom Icon on your personal device.**
- You will receive a contact request from the patient.
  - o Click the **contact request**
  - o Click the **check**
  - o Follow the prompts to complete set-up

- Once you click **Accept,** the video chat will be active