

Stay connected with virtual visitation



Staying connected with loved ones while you receive care is vital to your health and well-being. In response to increased COVID-19 cases and hospitalizations, **Indiana University Health** is updating its temporary visitor guidelines to minimize the risk of infection and keep patients, families and team members safe.

Communicating digitally has become an important alternative for patients and their loved ones. Phones, tablets, and computers offer free and easy ways to communicate with your friends and family through video, voice, or text. Patients are welcome to use personal devices. Patients who do not have access to personal devices can use in-room telephones or ask their care providers about the availability of IU Health loaner iPads.

Personal devices can be connected to free Wi-Fi in the hospital

1. To connect to the “IUH Public” network,



- Open the Settings app on smartphone or tablet.
- Select Wi-Fi or Wireless & Networks.
- Many devices will automatically scan for available networks. If you don't see IUH Public, look for an option to Scan.
- Select “IUH Public” wireless network from the list (no password required).

Please note that IU Health reserves the right to log, monitor, and report any information as it relates to Internet access from the IU Health network.

2. Choose an app

Determine with your family, what app works best for you (see suggestions below). Many apps allow your family to initiate a call with you. Others may require you to meet at a scheduled time.

FaceTime



- Requires an **Apple ID** account
- Good for having video calls with others who have iPhone or iPads
- Family and friends will be able to call you if they know your Apple ID
- Create an Apple ID by clicking [here](#)
- Log in to the iPad with your Apple ID with these [instructions](#)
- Learn how to use FaceTime [here](#)

Google Duo



- Requires a **Google** account
- Good for having video calls with others who have Gmail accounts
- Family and friends will be able to call you if they know your Gmail Account
- Create a Google account [here](#)
- Learn more about Google Duo [here](#)

Zoom



- Requires a **Zoom** account to initiate a call. Links to join a Zoom conference are often shared by email
- Good for video calls with others who have the Zoom client
- Create a Zoom Account [here](#) (see Google Meet or Facebook Messenger for information on creating a different account option)
- Learn more about Zoom [here](#)

Facebook Messenger



- Requires a **Facebook** account and email account
- Good for video calls or sending text messages with others who have Facebook accounts
- Family and friends will be able to call you if they know your Facebook account
- Create a Facebook account [here](#)
- Learn more about Messenger [here](#)



Skype



- Requires a **Microsoft** account
- Good for having video calls and sending text messages with others who have Microsoft accounts
- Family and friends will be able to call you if they know your Microsoft account
- Create a Microsoft account [here](#)
- Learn how to use Skype [here](#)

Google Meet



- Requires a **Gmail** account
- Good for calling or scheduling conference calls with others who have Gmail accounts
- Family and friends will be able to call you if they know your Google account
- Create a Google account [here](#)
- Learn how to start a video call [here](#)

WhatsApp



- Requires a **smartphone**
- Good for having video calls and chats with your phone contacts who also have WhatsApp
- Family and friends will be able to call you if you both have the app
- Learn more about WhatsApp [here](#)

Signal Messenger



- Requires a **smartphone**
- Good for having video calls and chats with your phone contacts who also have Signal Messenger
- Family and friends will be able to call you if you both have the app
- Learn more about Signal [here](#)

