# Your family and friends may not be able to visit right now, but there are ways to still stay connected.

Due to COVID-19, Littleton Regional Healthcare implemented necessary visitor restriction policies to ensure the safety of our patients and staff. These restrictions limit the ability for your friends and family to visit you during your stay, but that doesn't mean you can't stay connected. Technological advances make it possible for those near and dear to still feel close by. Many devices, such as cellphones, tablets, and laptops, have built-in, free and easy ways to communicate via video, voice, and text. If you do not have access to one of these devices, your in-room phone is available or we can assist with the use of an LRH IPad.
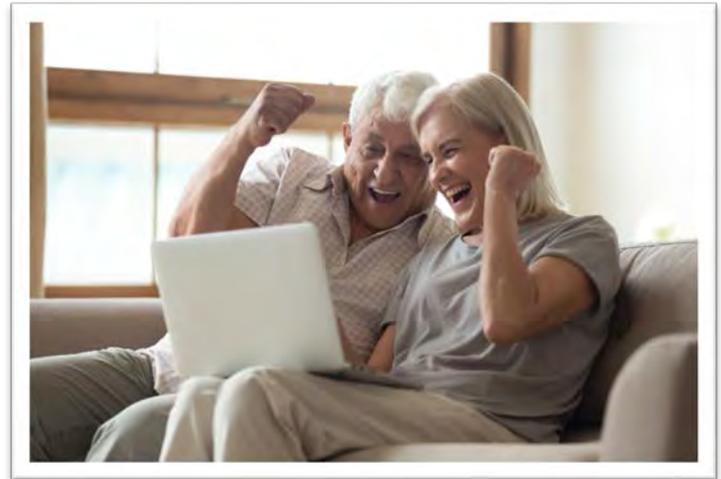
Here are our tips for virtually connecting with loved ones using your personal device:

Step 1: There's an app for that!

If your device has a camera, more than likely you already have an installed app that's capable of connecting you with your loved ones virtually. Be sure that you and the person you are trying to connect with are using the same app.

Common video chat apps on devices:

Apple

FaceTime

Android

Google Duo

If you have a camera built into your device, but it does not have FaceTime or Google Duo, you can download one of these apps to connect via video, voice, or text.

Facebook Messenger
(messenger.com)

WhatsApp
(whatsapp.com)

Google Hangouts
(hangouts.google.com)

Skype
(skype.com)

Step 2: Connect to Wi-Fi

Connect to our guest Wi-Fi network for the best experience when using your selected app.

Network: lrh-public
No password is required.
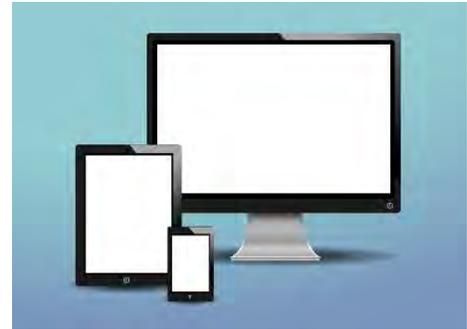
Step 3: You're ready to go!

Once you have connected to our guest Wi-Fi network, you are ready to connect with your loved ones via video chat, call, or text.

Instructions for Apple Devices (FaceTime)

- If you have the person's phone number or email address already saved in your contacts, tap the blue plus icon, start typing the person's name, and select the name when it appears.
- If you do not have the person's contact information already stored in your contacts, tap the blue plus icon, type the person's phone number or email address, then tap the "return" button.
- Once your contact(s) are entered in the "To" field, tap the blue phone icon to make a voice-only call or the blue video icon to initiate a video chat.

Instructions for Android Devices (Google Duo)

- Tap "search contacts or dial"
- If you have the person's contact information already saved in your contacts, begin to type the person's name and select the name when it appears.
- If you do not have the person's contact information already stored in your contacts, type in their phone number or email address.
- Once you select their name, you will be given the option to select voice, video, or message.
- If you only see "invite" when you select the person you are trying to reach then the person does not have the Google Duo app installed on their device and may not be able to connect with you through Google Duo.
- Please see the reverse side of this sheet for alternative apps you can try as long as you and your loved one have selected the same app to connect.

If you have other questions about LRH operations related to COVID-19, please call 603-575-6400.