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How to use **Google Hangout**:

* Patient must have a google email account
* Family member/visitor must also have a google email account
* If they do not have one already, they can easily set one up or contact Patient Experience for additional instructions.

How to use **Skype** for iPad:

* Please note: this is not “Skype for Business” and is a separate account called “Skype for iPad”
* Patient must have a Microsoft account with a Microsoft email
* Family member/visitor must also have a Microsoft account with a Microsoft email

*You may not add any other applications to this device. FaceTime and other video conferencing apps DO NOT work on these iPads.*

**Rules:**

* **NOTE: This is NOT a HIPAA compliant application. It is the patient’s discretion to use this device.**
	+ Patient **must** read and sign the “Consent For Patient/Family Teleconference” form prior to use.
	+ Consent form **must** be scanned into patient chart under “consents” and hard copy sent to HIM.
* Virtual Visitor Teleconferencing sessions may need a time limit depending on patient volume and those needing to use the device.
* Recording the session is NOT allowed
* Screenshots are NOT allowed
* The patient cannot use the iPad to video conference with a provider and their virtual visitor (i.e. Physician comes into the room and the patients family member wants to ask him/her questions)
* Staff cannot participate in the video conference (i.e. patients family member has a question about the medication a patient is taking)
* As a staff member you MUST stay in the room while the patient uses the iPad
* The iPad MUST be sanitized after each use!

**How to set up a call via Google Hangout:**

1. Click on “Get Started”
2. Click on “Continue”
3. Sign into account (if patient does not have a login call the Office of Patient Experience for special instructions)
4. Click in (+) the green plus icon
5. Enter in visitor’s email (the visitor must do the same on their side of things and enter the patients email)
6. Once you have added the caller you may click on the  camera icon.

**How to close a call:**

1. Click the red end call button
2. Click on the dash lines in top left hand corner and click down arrow next to your email
3. Click on “manage accounts”
4. Click the edit pencil 
5. Click on the red “Remove” and then “OK”

**How to set up a call via Skype for iPad:**

1. Click “Sign in or create”
2. Login using email and password (patient must have an account for this already)
3. If there is a pop up box you can select “skip” through them
4. Click “Start a conversation”
5. Search through your contacts and start the video call.

The iPad will not let you add someone to it so this is why the patient will need to already have an account with contacts saved in it. If they do not have one already created the Google Hangout will be a better option.