For Apple iPhone or iPad:
How to Make a FaceTime Video Call

Stanford HEALTH CARE

We understand how important it is for you to receive support from your loved ones and friends while you are in the hospital. Below are instructions on how to stay connected with a video call.

Get Your Phone Ready

Make sure your phone is charged. You don't want your call dropped!

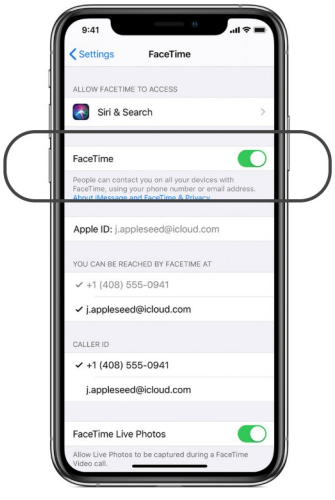
Make sure you are connected to Stanford Health Care wifi.

To ensure your privacy, we ask that you end calls when your care team is in the room and is providing care.

Turn on FaceTime on Your Device

- Open the FaceTime app and sign in with your Apple ID.

- Go to Settings and turn on FaceTime (set it to green).



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FaceTime Video Call (page 2)

Stanford HEALTH CARE

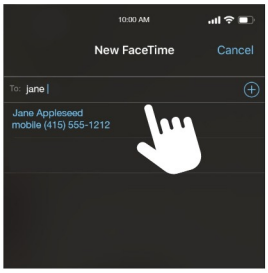
How to Make a FaceTime Video Call:

1. Tap on the FaceTime app to launch it on your iPhone or iPad.

2. You can also start a FaceTime video call from your iPhone during a phone call.

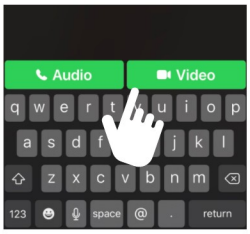
3. Tap the + button (top right corner).

4. Type the name, email address or phone number in the "To" field.



Enter more names, email addresses or phone numbers if you want to create a group Facetime call.

5. Tap the Video button (or audio) to start the call.



6. Tap the red phone button to hang up or close a call.

For more information on using FaceTime, visit the Apple Support website: https://support.apple.com/en-us/HT204380

For iPhone or Android

How to Make a Google Hangouts Video Call

Stanford HEALTH CARE

We understand how important it is for you to receive support from your loved ones and friends while you are in the hospital. Below are instructions on how to stay connected with a video call.

Get Your Phone Ready

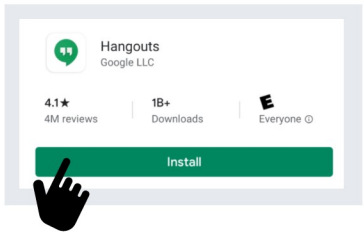
Make sure your phone is charged. You don't want your call dropped!

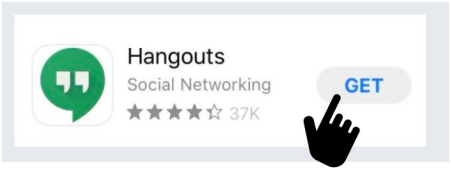
Make sure you are connected to Stanford Health Care wifi.

To ensure your privacy, we ask that you end calls when your care team is in the room and is providing care.

Download the Google Hangouts App on Your Device

Go to your device's app store to download the Google Hangouts app.





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Google Hangouts (page 2)

Stanford HEALTH CARE

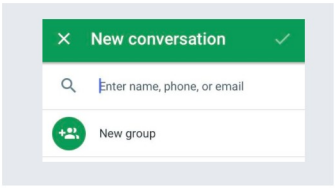
How to Make a Google Hangouts Video Call:

1. Tap on the Google Hangouts app to launch it on your device.

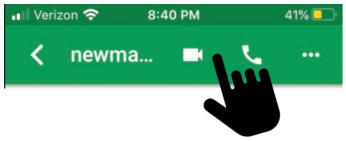
2. Apple: Tap Contacts button.

Android: Tap Compose button.

3. Apple iPhone: Type a person's name, and select them from the search results.

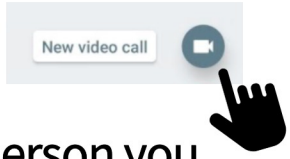


Tap video call.

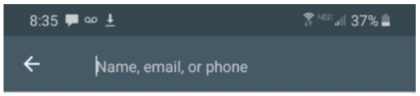


Apple iPad: Open a video call by opening a Google Hangouts conversation and swiping from right to left.

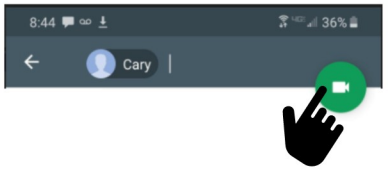
Android: Tap New video call.



Type or select the person you want to invite to your video call.



Tap video call.



4. Tap the red phone button to hang up or close a call.

For more information on using the Google Hangouts app, visit the Google Support website: https://support.google.com/hangouts/

For iPhone or Android
How to Make a Skype Video Call

Stanford HEALTH CARE

We understand how important it is for you to receive support from your loved ones and friends while you are in the hospital. Below are instructions on how to stay connected with a video call.

Get Your Phone Ready

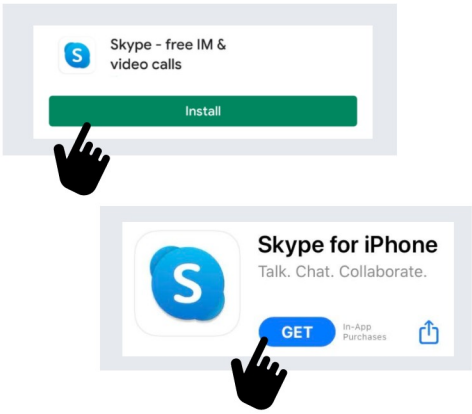
Make sure your phone is charged. You don't want your call dropped!

Make sure you are connected to Stanford Health Care wifi.

To ensure your privacy, we ask that you end calls when your care team is in the room and is providing care.

Download the Skype App on Your Device

Go to your device's app store to download the Skype app.



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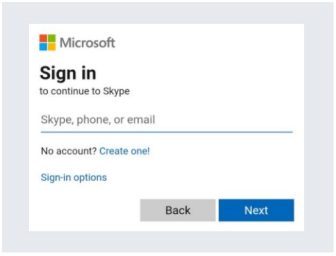
Skype Video Call (page 2)

Stanford HEALTH CARE

How to Make a Skype Video Call:

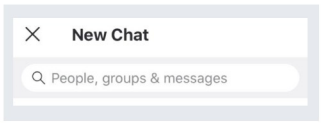
1. Tap on the Skype app to launch it on your device.

2. Sign into your account.

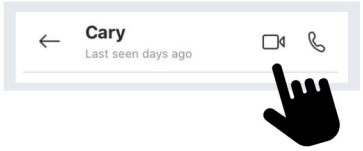


3. Apple iPhone: Tap on pencil icon to start a new chat.

Type a person's name and select them from the search results.

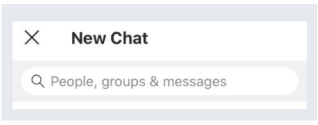


Tap video button.

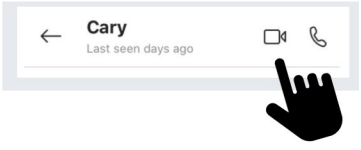


Android: Tap on blue pencil icon to start a new chat.

Type a person's name, and select them from the search results.



Tap video button.



4. Tap the red phone button to hang up or close a call.

For more information on using the Skype app, visit the Skype Support website: https://support.skype.com/

How to join a family visit using Zoom

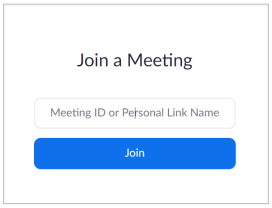
If you are invited by staff to connect to a family member via Zoom, please use these instructions to join a scheduled meeting. You will be provided a Meeting ID number and will need to download the Zoom application to your computer or a mobile device.

Download Zoom

1. **Take note of the Meeting ID that will be provided to you.**
2. **Download Zoom to your computer or mobile device.**
   - **Mobile device:** Zoom is available on iOS and Android devices.
   - **Computer:** The web browser client will download automatically when you start your first Zoom meeting. https://zoom.us/download

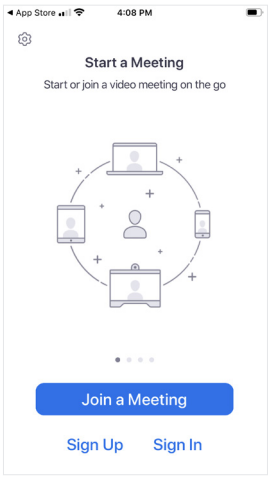
Join from a computer

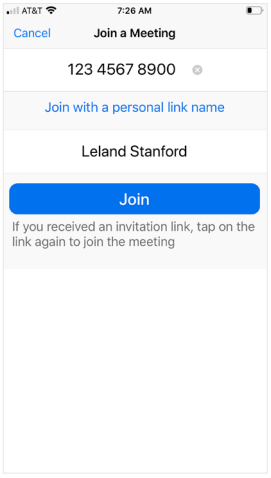
1. **Visit https://zoom.us/join**
2. **Enter the Meeting ID number provided to you. Tap Join.**



Join from a mobile device

1. **Locate the Zoom tile on your mobile device**
2. **Tap Join a Meeting. You do not need to create an account to join a meeting.**
   Note: Image examples are from an iOS device but steps are identical on any device.
3. **Enter the Meeting ID number that was provided to you and tap join.**
   Note: On this screen you can edit your screen name.





Stanford Health Care, Patient Experience. 05/2020
Adapted from UCLA Health "How to join a family visit using Zoom" https://www.uclahealth.org/workfiles/COVID-19/UCLA-Health-Family-Video-Visit.pdf.