The safety of our patients and visitors is of utmost importance to us. In light of current hospital visitation restrictions, we have developed a way for family members of patients to have a real-time, face-to-face **video conversation** on a smartphone (Apple or Android) with a patient and/or the patient's care team at a UC Health hospital.

In order to start the video conversation, you will need to download and use a secure app called **Signal Private Messenger.** Please see the instructions below outlining how to download the app to your smartphone.

iPHONE INSTRUCTIONS

Signal - Private Messen Say "helio" to privacy. **** 280k: CET	 From the App Store, search for and download Signal Private Messenger on your iPhone by clicking Get.
Enable Permissions	2. Once installed, open the app and click Enable Permissions .
"Signal" Would Like to Access Your Contacts Signal uses your contacts to find users you know. We do not store your contacts on the server. Don't Allow	3. Signal will ask to access your contacts. Click Don't Allow .
"Signal" Would Like to Send You Notifications Notifications may include alerts, sounds, and icon badges. These can be configured in Settings. Don't Allow	4. Signal will ask if you want to receive notifications. Click Allow .
United States > +1 Example: 201-555-0123 Next	5. Enter your iPhone number with area code, and click Next .

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Enter the code we sent to +1 513-000-0000 Wrong number?	6.	Once you enter your iPhone number, the app will text a code to your device. Enter the code in the spaces provided.
Profile Image: Constraint of the state of th	7.	On the Profile page, you will be required to enter your first name, and click Save . All other fields are optional (not required). One you click Save , your device will be ready to receive a call. Please make sure your ringer volume is turned on. When a call comes in, your phone will ring like a regular incoming call.
	8.	Once you answer a call using the Signal app, you will see the caller's face as well as your own. Note: UC Health uses the Signal app for outgoing calls only. The incoming phone number you will see <i>cannot</i> accept incoming calls nor messages of any kind. If you would like to contact a patient and/or the patient's care team at UC Health, please use the phone number provided to you during the patient's admission or call 513-475-8000 to speak with a hospital operator.

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ANDROID PHONE INSTRUCTIONS

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Signal Private Messenger Signal Foundation	1.	From Google Play, search for and download the Signal Private Messenger app on your Android phone by clicking Install .
CONTINUE	2.	Once installed, open the app, and click Continue .
Signal needs access to your contacts and media in order to connect with friends, exchange messages, and make secure calls NOT NOW CONTINUE United States +1 Phone Number Phone number NEXT	3.	Signal will ask to access your contacts. Click Not Now . Note: On some Android phones, Signal may ask if you want to receive notifications. If this happens, click Allow . However, if Signal asks if you want to make the app your new SMS program, click No . Enter your Android number with area code, and click Next .
Enter the code we sent to +1 513-000-0000	5.	Once you enter your Android number, the app will text a code to your device. Enter the code in the spaces provided.

Mealth.

Profile Profile First name (required) Last name (optional)	6.	On the Profile page, you will be required to enter your first name, and click Next . All other fields are optional (not required). Once you click Next , your device will be ready to receive a call. Please make sure your ringer volume is turned on. When a call comes in, your phone will ring like a regular incoming call.
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