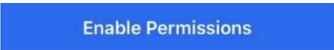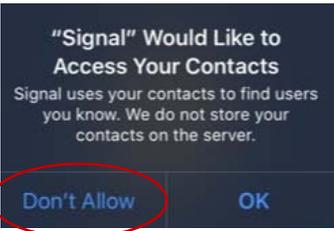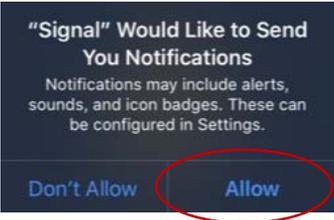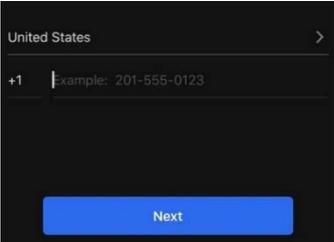The safety of our patients and visitors is of utmost importance to us. In light of current hospital visitation restrictions, we have developed a way for family members of patients to have a real-time, face-to-face **video conversation** on a smartphone (Apple or Android) with a patient and/or the patient's 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
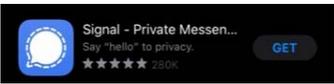
Signal - Private Messen... Say "hello" to privacy. GET ★★★★★ 280K	1. From the App Store, search for and download **Signal Private Messenger** on your iPhone by clicking **Get**.
Enable Permissions	2. Once installed, open the app and click **Enable Permissions**.
"Signal" Would Like to Access Your Contacts. Signal uses your contacts to find users you know. We do not store your contacts on the server. Don't Allow OK	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 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 First Name (Required) Last Name (Optional) Your Signal Profile will be visible to your contacts, when you initiate new conversations, and when you share it with other users and groups. Tap here to learn more. Save	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.
Messages 12:14 PM 86% +1 513-000-0000 Signal 00:22	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 *cannot* 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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