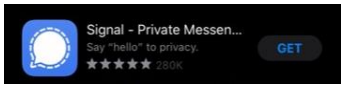
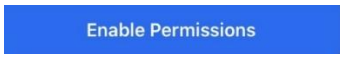
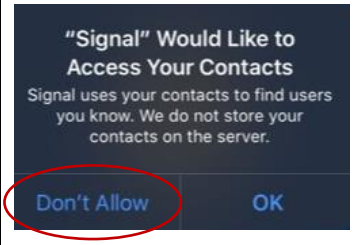
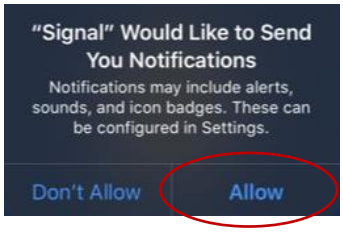
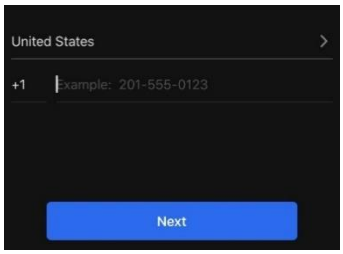
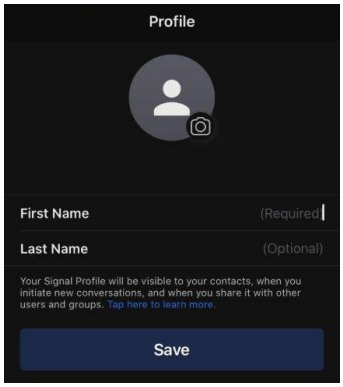
Video Conversations at UC Health Hospitals

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

	1. From the App Store, search for and download **Signal Private Messenger** on your iPhone by clicking **Get**.
	2. Once installed, open the app and click **Enable Permissions**.
	3. Signal will ask to access your contacts. Click **Don't Allow**.
	4. Signal will ask if you want to receive notifications. Click **Allow**.
	5. Enter your iPhone number with area code, and click **Next**.

	6. Once you enter your iPhone number, the app will text a code to your device. Enter the code in the spaces provided.
	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 *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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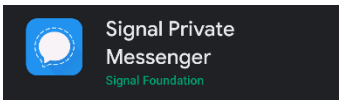
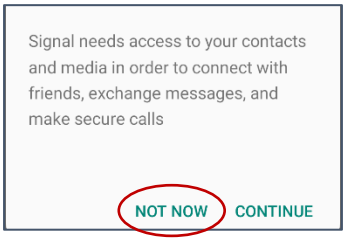
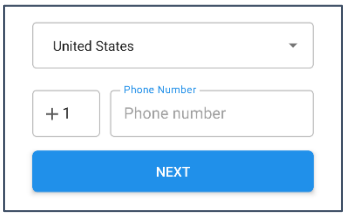
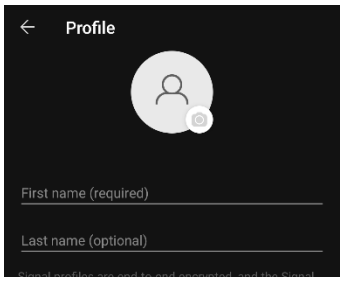
ANDROID PHONE INSTRUCTIONS

	1. From Google Play, search for and download the **Signal Private Messenger** app on your Android phone by clicking **Install**.
	2. Once installed, open the app, and click **Continue**.
	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**.*
	4. Enter your Android number with area code, and click **Next**.
	5. Once you enter your Android number, the app will text a code to your device. Enter the code in the spaces provided.



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