

# Instructions: How To Do a “Virtual Visitor” Video Chat

## Step 1: Download the Google Duo App

### Android

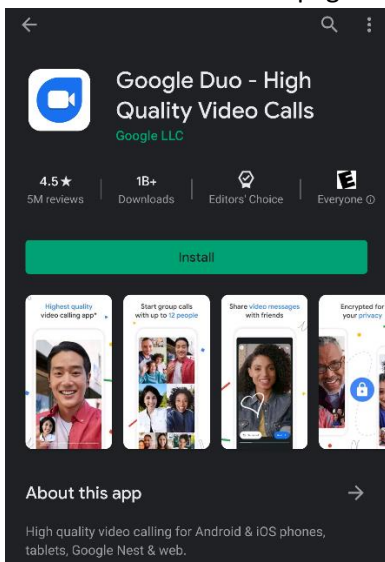
1. Open the Google Play Store



2. In the search bar located at the top of the screen, search for Google Duo. Choose “Google Duo – High Quality Video Calls” from the results. The app will have an icon that looks like this



3. You should now be on a page that looks similar to the following. Tap the install button



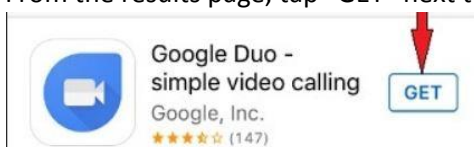
4. Once the app is installed it will be placed in the app list.

### Apple

1. Open the Apple App Store



2. Tap the search icon in the lower right portion of the screen. On the search page, enter “Google Duo” in the search bar at the top center of the screen, and then tap search.
3. From the results page, tap “GET” next to the Google Duo icon to install the app



4. Once the app has finished downloading it will be placed in the app list

## **Step 2: Patient Initiates Virtual Visitor Call**

Once the patient has the special SRMC iPad in his/her room, the patient can call his/her family member or loved one directly using the Google Duo app. (The Nursing staff will provide the patient with written instructions regarding how to complete the call.)

**Note:** Family members/ loved ones can make arrangements to speak with the patient in advance by calling into the nurses' station located on the patient's floor. Following are the phone numbers for the patient floors: Tower 1 (330-332-7105), Tower 2 (330-332-7714) and Tower 3 (330-332-7369).