



-FOR IMMEDIATE RELEASE-

SRMC Offers “Virtual Visitor” Service to Connect Patients

(SALEM, OHIO) – April 24, 2020– Salem Regional Medical Center (SRMC) is using virtual technology to help connect patients and their families during a hospital stay. The hospital recently launched a new “Virtual Visitor” patient video chat service that uses iPads to give patients the ability to hold video conference calls with their loved ones.

“We believe this initiative will have a tremendous impact in the lives of our patients and their families,” said Keith Meredith, Vice President of Clinical Operations at SRMC. “By deploying this technology and allowing patients to virtually see and talk to their families, it allows for a sense of comfort and provides reassurance when their loved ones can’t be with them during their stay.”

SRMC’s Nursing and Information Technology departments worked together to develop a plan for safely deploying the iPads to patients. Each iPad is thoroughly cleaned and sanitized between uses. Nursing staff can help assist patients in making the video calls if necessary; however, they do not need to be present during the call. In order to provide this opportunity to the maximum number of patients, individual patient calls will be limited to 30 minutes.

Anyone wishing to connect with a loved one using the Virtual Visitor video chat can make arrangements 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).

For visitors to connect with patients through a Virtual Visitor video chat, they will need:

- A smartphone, a tablet or a computer with a web camera.
- Ability to download Google Duo, a free, secure application to launch the video chat.
- The patient will then need to call the family member/loved one directly from the special SRMC iPad.

Note: Instructions for downloading Google Duo can be found on the SRMC website at <https://www.salemregional.com/patient-visitor-info/visitor-information>.

The Virtual Visitor video chat service will continue to be offered to patients once visitor restrictions are lifted. For more information or questions, please contact Keith Meredith, VP of Clinical Operations at 330-332-7242.