

Using HELLO for Patient-to-Family Video Visits

HELLO is an easy-to-use tool that allows family members to video chat with patients in the hospital. There is no cost to either the patient or family/caller to use this service. There may be a data cost associated based on your mobile and/or internet provider.

Getting Started

To participate in a video chat, you will need access to a smart phone, tablet or personal computer. Compatible devices include:

- IOS/Apple iPhone or iPad
- Android phone or tablet
- Windows PC
- MAC/Apple PC

The following are also required:

- Working camera (to allow the patient to see you)
- Working speaker (to hear the patient)
- Working microphone (to allow patient to hear you)
- Connection to cellular network or Wi-Fi
- Be able to receive either a text or email message

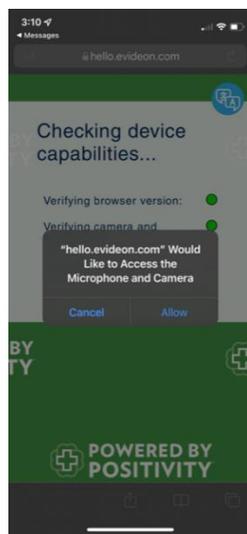
If you are unsure your camera, speaker or microphone are working, no need to worry. The HELLO system will check these settings before you are connected to a video chat.

Starting Your Video Chat with HELLO

1. Provide the patient with either your email address or cell phone number.
2. Be in a location that is appropriate for your chat. A good location requires:
 - Good cellular or Wi-Fi connection.
 - Minimal background noise.
3. You will receive a text or email with a link to join the visit.
4. Click on the link included in the text or email.
5. This will open the link in your browser and connect you to the HELLO system.



6. The HELLO portal will check your settings to ensure you have permitted access to the camera, speaker and microphone. If any of these are not enabled, a message like the one below will display on your device. Press “allow” to grant access to your microphone and camera. **Note:** Access to your microphone and camera are required to begin your video chat.



7. Before the video chat begins, you will be asked to enter your name. This is only used to identify you to the patient and other callers during your visit.



8. Click **Join Video Visit** to begin the chat.

Setting Options During Your Chat

1. Green buttons on the bottom of the screen allow you to turn on/off your camera or mute/unmute your microphone if needed.



2. Use the volume controls on your smart phone, tablet or personal computer to increase/decrease the sound as needed.

Ending Your Chat

When you have finished your chat, press the red **Leave Call** button at the bottom on the screen.

