

Connecting with Loved Ones

Seeing loved ones while you receive care is vital to your health and well-being. Due to COVID-19, Bluewater Health currently has visitor restrictions in place – but that doesn't mean you can't connect with your loved ones. Many phones, tablets, and computers have free and easy ways to communicate with your friends and family via video, voice or text*.

Tips for Virtually Connecting with Loved Ones Using your Personal Device

Step 1: Find an App for That

If your smartphone, tablet or computer has a camera there is a good chance you have an app already installed to connect with your loved ones virtually. Apple devices usually have FaceTime and Android devices usually have Google Duo.

Step 2: Connect to Wi-Fi

If you plan to use the video feature of the app you have selected, it's best to connect to Wi-Fi. Please see in-room instructions, or ask your care team about how you can connect to our guest Wi-Fi.

Step 3: Video Chat, Call or Text Your Loved Ones

You and the person you are trying to connect with must use the same app.

*If you do not have access to a smartphone, tablet or computer, consider using your in-room phone to visit by voice with loved ones or speak to your care team about other options.

Apple Devices



FaceTime

To see if you have the person's phone number or email address saved in your contacts, tap the plus button  and start typing the person's name. Select the name when you see it.

If you do not have the person's contact information stored in your contacts, tap the plus button, type the person's phone number or email address and then tap the "return" button.

Once your contact(s) are in the "To:" field, tap  to make a voice-only call or  to video chat.

Android Devices



Tap on “search contacts or dial”

If you have the person’s phone number or email address saved in your contacts, begin to type the person’s name and select the name when you see it pop up.

If you do not have the person’s contact information stored in your contacts, type in their phone number or email address and click the phone number below.

Once you select their name, you will have the option to select voice, video or message.

If your only option is to “invite,” the person you are trying to connect with does not have the Google Duo app installed on their device and may not be able to connect with you via Google Duo.