Limited & Restricted

Visitor Information

Non-COVID19 Adult inpatients may have one visitor at a time from 7 am – 7 pm

Please visit: **www.sih.net/visitorpolicy** for more details and the most latest visitor information

Visitors who are permitted must:

Wear a mask covering their mouth and nose

Perform hand hygiene at point of screening and upon entry/exit of the patient's room

Remain in the patient's room for duration of visit with no access to other areas in the hospital except for the nearest public restroom.

Virtual Visitor Program

We understand limited visiting hours or being unable to visit a loved one is difficult. We want you to know that we have processes in place to support your ability to stay in touch and receive updates regarding their medical care.

The SIH Virtual Visitor program is a way to connect patients with their loved ones and their designated support person when a limited or no visitor policy is in effect in an SIH facility. In an effort to provide the best possible patient experience, this program was created to keep all interested parties informed and able to interact with the patient through technologies like Google Duo and FaceTime.

Designated Support Person

So that we can take the best care of you, we ask that you designate one support person that will receive your healthcare updates. Using technology, this person will have the option of participating in daily physician rounds. We ask that this individual be the person responsible for talking with all other family members about your care. If possible, please designate the support person during the admission process. This designated support person does not have to be the same individual as the power of attorney for healthcare.

The designated support person will:

» Communicate with nursing and providers via mobile video technology during the rounding process (when clinical staff check on patients)

» Receive healthcare updates about their loved one

» Help keep family and friends informed

Nursing and/or the provider will contact the designated support person at least once daily to answer their questions. Feel free to gather any questions from other family members so nursing can answer them at this time.

Social connections are vital to patient's physical healing and mental well-being.

In addition to healthcare updates, we encourage connecting with loved ones through technology. SIH can facilitate video chats through an SIH-owned tablet if the patient does not have access to the necessary technology. The Family Connections Coordinator or nursing staff will be able to assist in this process.
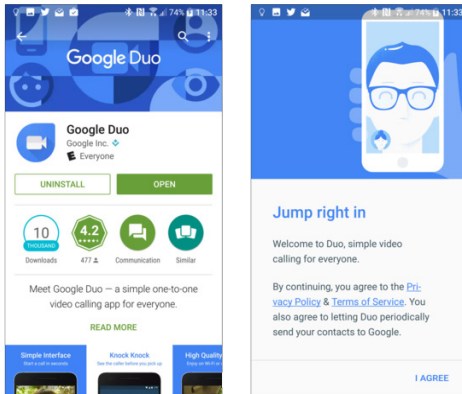
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Virtual Visitor Program

You may be asked to use one of the following apps to connect with your loved one and their care team.

Google Duo Instructions

1. Download Google Duo from Google Play.

2. Open Duo.

3. Agree to Google's Terms and Conditions for the Duo app.

4. Depending on your device, you may need to accept permissions one-by-one at launch:

   » Allow Duo to take pictures and video so that the app (and whoever calls you) can see you.

   » Allow Duo to record audio so that the app (and whoever calls you) can hear you.

   » Allow Duo to access your contacts so that it can see which of your contacts are on Google Duo that you could invite to use the service.

   » Allow Duo to send and view text messages so that it can send invites to your contacts and see the verification code you'll receive in a few steps.

5. Type in your phone number.

6. Your phone will receive a text message to verify your number. Sometimes the app will read the verification code text message itself, but if it doesn't, enter it manually. (If the SMS code doesn't work, there's an option to receive an automated voice call with the code.)

7. You are ready to use Duo!

FaceTime Instructions

1. Open the FaceTime app and sign in with your Apple ID. You can also do this from Settings > FaceTime.

2. If you're using an iPhone, FaceTime automatically registers your phone number. To also register your email address on your iPhone, go to Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.

3. If you're using an iPad or iPod touch, register your email address by tapping Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.

4. To make a FaceTime call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call:

   » In the FaceTime app, tap the plus button and type the person's phone number or email address. Tap the number or address, then tap Audio or Video .

   » If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio or Video .

   » You can also start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.

Unable to Use Google Duo or FaceTime?
The designated support person can receive healthcare updates via phone/voice call only.

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