

# Patient Guide for Virtual Family Visits

To help patients, clients and residents stay connected with their loved ones during our no family-visitor period, we are happy to facilitate virtual visits for our patients, clients and residents who do not have their own phones or devices.

- All electronic communication may have some risk Unity Health cannot be responsible for the security of the devices or platforms used for these visits.
- We may need to limit or end the virtual visit to protect the privacy concerns of other individuals or to support the care needs of our patients, clients and residents.
- Devices are to be kept on the clinical unit. Under no circumstances may devices be taken outside of the unit or used within public spaces in the hospital.
- Be mindful of your surroundings and your volume, particularly in areas where other patients may be present.
- Although we do our best to support your privacy during the call, others in the area may still see or overhear your discussion.
- Privacy is important to all of us. At all times during your video call, please make sure that other patients are not visible on the screen
- When you are done with your call, return the device to staff. Devices must not be given to your roommate(s) or anyone else until they are cleaned by staff