



## PATIENT & FAMILY USER GUIDE FOR VIDEO CALLS

Patients and their loved ones can use these instructions to place a video call to their loved ones using our UMassMemorial iPads. Please note, iPads can only be used for outgoing calls.

### Instructions for a Patient to place a call:

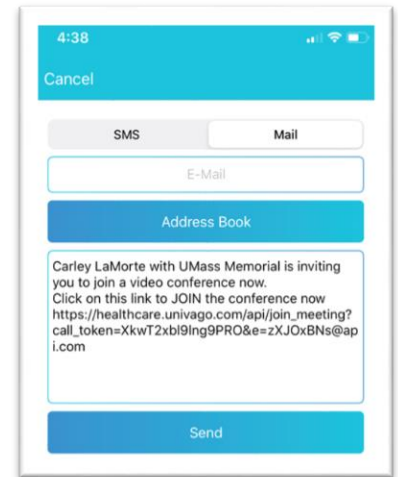
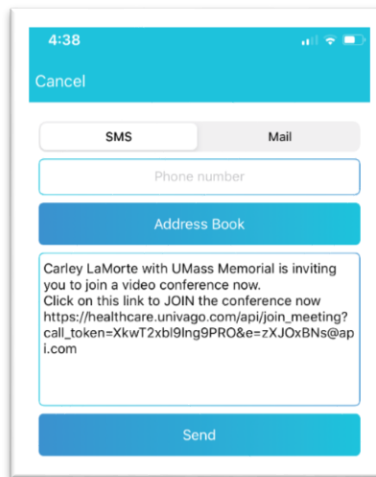
1. Open the Caregility UHE iConsult app



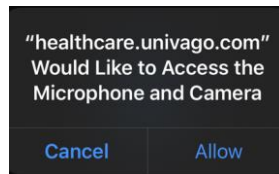
2. Select **GUEST**



3. Select **SMS** to send a text invitation or **Mail** to send an email invitation then enter the associated information.



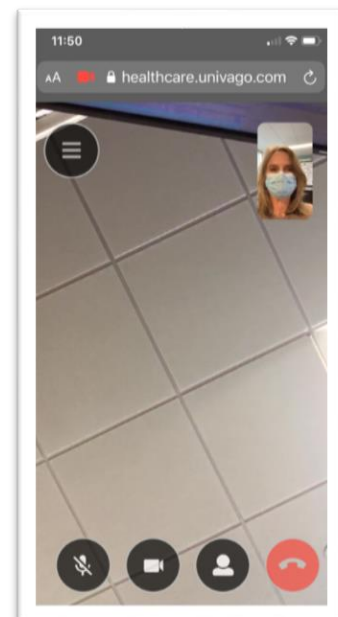
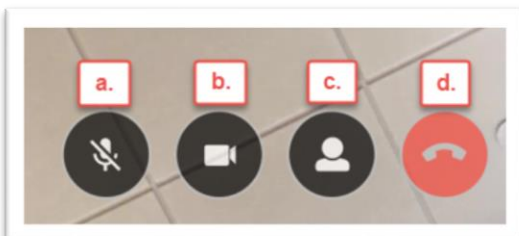
4. If prompted, select **Allow** to use the microphone and camera



5. You are now connected waiting for someone to join your call  
\*Please Note: This can take several minutes

6. Once connected you have access to the following:

- a. Turn Your Microphone on/off
- b. Turn Your Video on/off
- c. Turn Self View on/off
- d. End Call

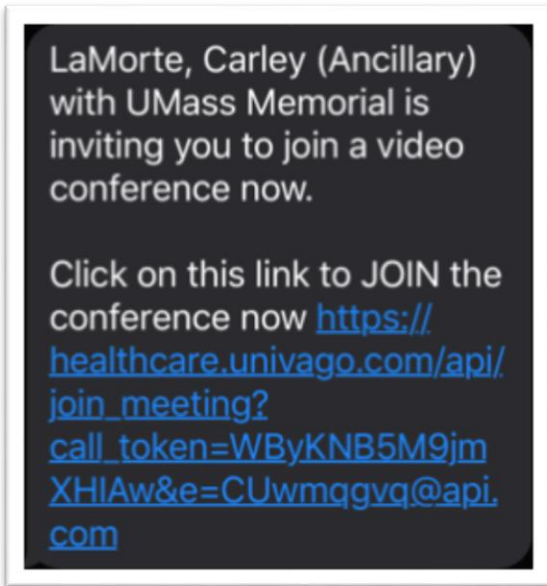




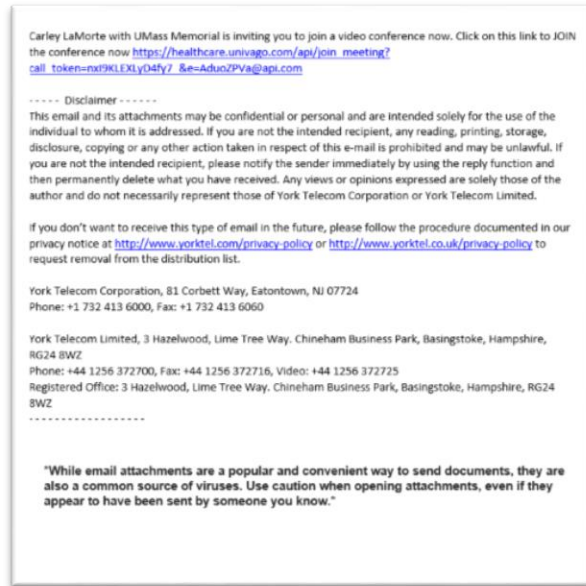
### Instructions for a Loved One to answer a call:

1. Loved ones will receive one of the following invitations

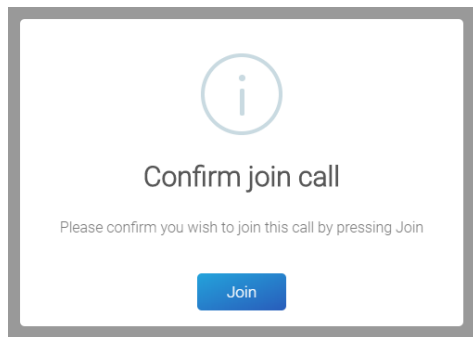
#### SMS (Text Message) Invitation



#### Email Invitation



2. Once they click on the invitation link they will be asked to confirm they want to join the call before finally being entered into the video call



3. To end the call click on the red phone icon

