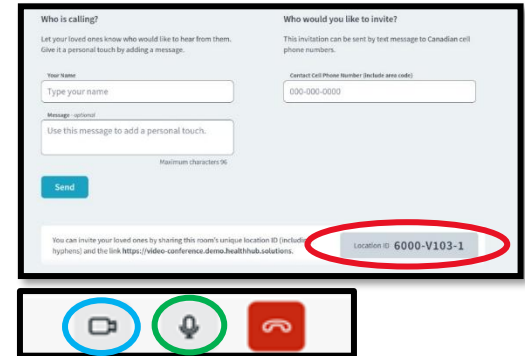


## Video Calling: Getting Started Guide

Stay connected with loved ones using our **Video Calling** application. Calls initiated by loved ones require a **Location ID**, found on-screen in the Video Calling application, or under **Device Help** on the integrated bedside terminal (IBT) located in the top right corner of the **Home** screen.

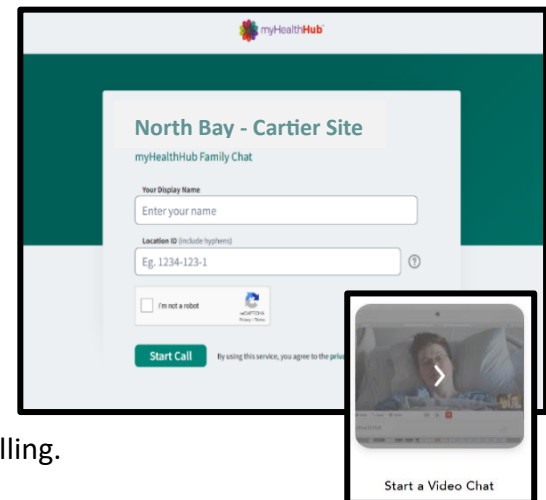
### Patients: How to Invite Loved Ones to Call Your Bedside Terminal

1. Open the **Video Calling** app on your bedside terminal, in the **Connectivity and Entertainment** section. Enter your name and the Canadian cell phone number you would like to send a video call invite to.
2. After clicking **Send**, your loved one will receive a text message with a video call link to connect with you.
3. When they call, you'll receive a notification on your bedside terminal, which you can accept or decline.
4. Once connected, you can turn the **camera** and/or **microphone** on or off at any time using the controls at the bottom of the screen. *The camera is programmed off when you start a call.*
5. When one participant hangs up, the call will end.



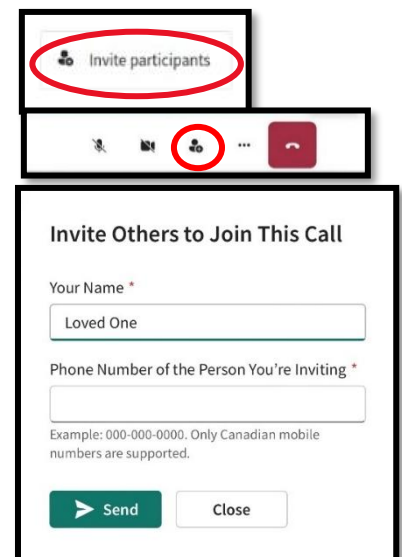
### Loved Ones: How to Start a Video Call

1. If you received a text message from a patient, **click the link** in the message and follow the onscreen prompts.
2. **To start a video call from your personal device** (cellphone or computer), visit: [connectmybed.ca](https://connectmybed.ca), select the hospital, floor, room number and patient bed, then click **Proceed**.
3. Scroll down to the **Actions** tiles and select the **Start a Video Chat** tile. A screen sample is displayed on the right.
4. Enter your name in the **Name** field for the patient to see who is calling.
5. Under Location ID: Enter the patient's unique **Location ID**.
6. Select **Start Call** to access the **Call Preview**. Adjust your camera, microphone and audio output settings.



### Group Calling: How to Add More Participants to the Video Call

1. Click the "Invite Participants" button.
  - a. At the bedside: This button on the bottom right of the screen.
  - b. For loved ones: This button on the bottom center of the screen (person with a + icon).
2. A sidebar will appear on the right of the screen, where you can enter your name and the contact's cell phone number.
3. The loved one you are trying to contact will receive a text message with a unique link to join the call, which only works while the call is active. Participants cannot join via the link if the call has ended.
4. Repeat this process to add more participants.
5. Users can toggle between full screen and tile view by selecting the button on the far left.



## Video Calling: FAQs

### Can the cell phone number be long distance?

Yes, the phone number can be long distance, but it must be a Canadian mobile (cell phone) number.

### Do I need to download an app to use Video Calling?

No, Video Calling launches in the default web browser on the loved one's device through their internet or data connection.

### Are there limitations to how many participants can join a call?

No, there are no limitations on how many people can join a video call.

### Is Video Calling available on the Footwall Televisions?

No, myHealthHub Video Calling is only supported on the bedside terminals.

### Is this service free?

Yes, this service is completely free for patients and their loved ones.

### Can I use my own headphones?

Yes, your wired headphones will work for calls if they have a microphone. Bluetooth headphones are not supported.

### If my bedside terminal has a physical phone handset, can I use it on my video call?

No, you cannot use the physical handset for video calls.

### How are we protecting participants' privacy?

- Our application is hosted behind a firewall on the myHealthHub server.
- All meeting rooms (forums in which a video chat takes place) exist only during video calls.

- Our solution doesn't require account setup, which means that no personal information is stored.
- When a participant enters their name to initiate the call, that information is only shared during the call and is not stored.

### What browsers are supported?

**Desktop Web Browsers:** Chrome, Firefox, Safari, & Microsoft Edge

**Mobile Web Browsers:** Chrome on Android 10+ & Safari on iOS 14+.

*\*For best performance, keep your browser updated.*

### Why doesn't audio/video work on phones when connecting to Video calling?

Devices must grant the video calling app permission to use audio and video. The control for this setting varies for different devices. Permissions can typically be accessed in the following ways:

- a) Open **Settings**, go to the **App** section, and allow the microphone and camera for the browser.
- b) Go to the **Security** or **Privacy** section of the phone, then under the subsection **Permissions** grant access to the microphone and camera for the browser.

### What do I do if I'm having issues with this application?

Please contact the call center for support, or place an online service request ticket at:

[healthhubsolutions.ca/service-request/](https://healthhubsolutions.ca/service-request/)



1-866-223-3686



[Service Request](https://healthhubsolutions.ca/service-request/)