

Using Skype for Patient and Family Video Communications

OVERVIEW

At Presbyterian, the health and safety of patients and care teams is top priority. While the threat of COVID-19 infection spread is high, strict hospital visitation policies exist. To support on-going communication between patients, loved ones and care team members, Presbyterian is making iPads configured with Skype video-calling available to patients in Presbyterian hospital and emergency departments.

Skype video-calling provides free voice and video calls worldwide on both Apple and Android smartphones. Videocalls are not recorded or stored, and sharing capability does not exist.

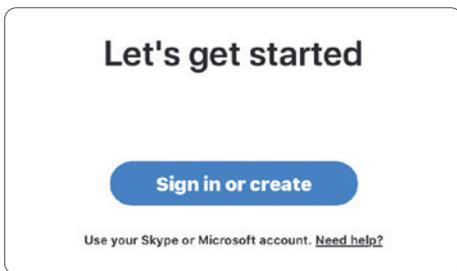
This tip sheet aids families in setting up Skype on personal smartphones or tablets. Integrated microphone and speaker are available and can be paired with a Bluetooth headset. You will need to ensure good internet connectivity exists through your smartphone Wi-Fi connection or data plan.

SETTING UP A SKYPE ACCOUNT

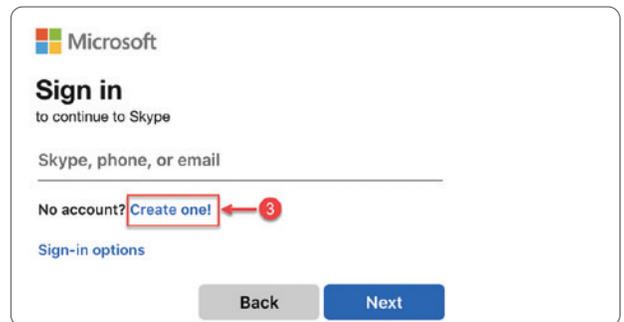
1. Download **Skype** from the Apple App Store or Google Play Store.



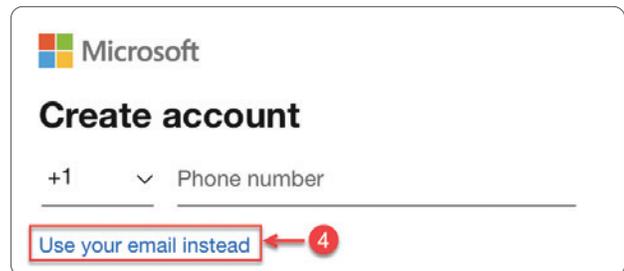
2. You will need a Microsoft account (Hotmail or Outlook.com email address required). **If you already have a Microsoft account sign-in, go to Step 7.**



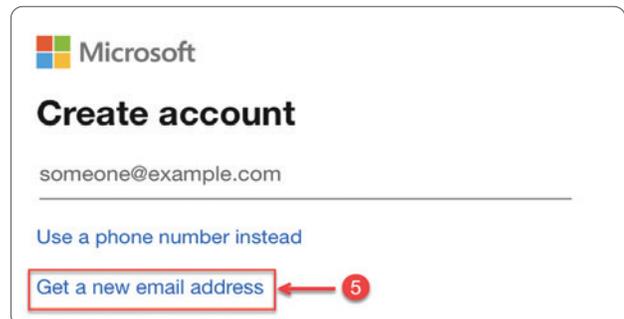
3. To create a new account, tap **Create one**.



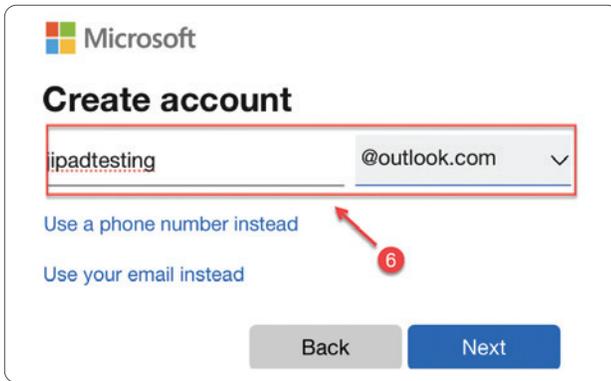
4. Tap **Use your email instead**.



5. Tap **Get a new email address**.



6. Create your new email address and password.



Microsoft

Create account

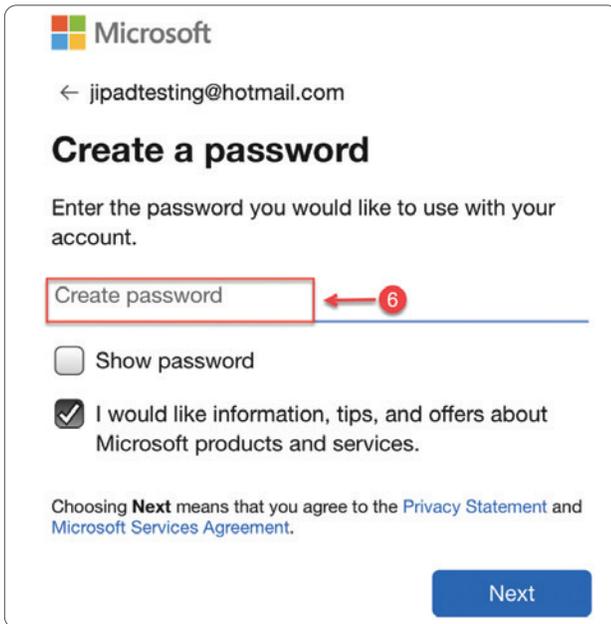
ipadtesting @outlook.com

Use a phone number instead

Use your email instead

Back Next

A red box highlights the email address field, and a red arrow with the number 6 points to the "Use your email instead" link.



Microsoft

← jipadtesting@hotmail.com

Create a password

Enter the password you would like to use with your account.

Create password

Show password

I would like information, tips, and offers about Microsoft products and services.

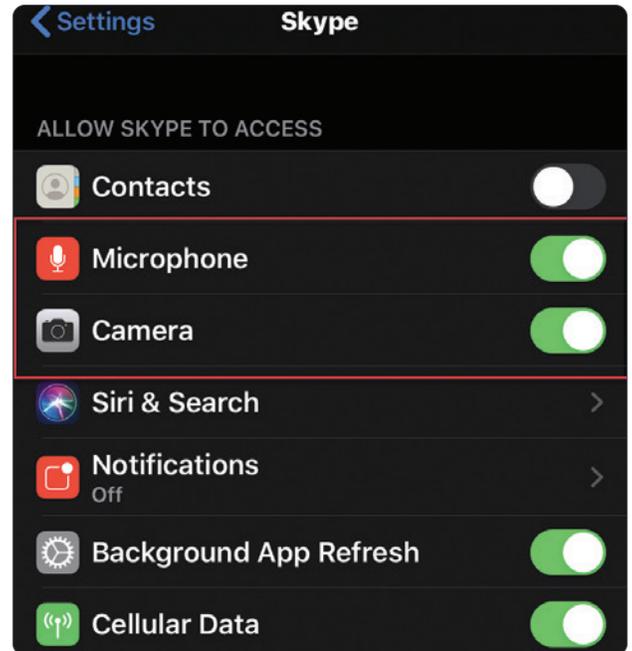
Choosing **Next** means that you agree to the [Privacy Statement](#) and [Microsoft Services Agreement](#).

Next

A red box highlights the password field, and a red arrow with the number 6 points to it.

7.  **Open Skype App.**
Log in with your Microsoft Account credentials.

Once logged in, allow access to **Microphone** and **Camera** for video calls.



Settings Skype

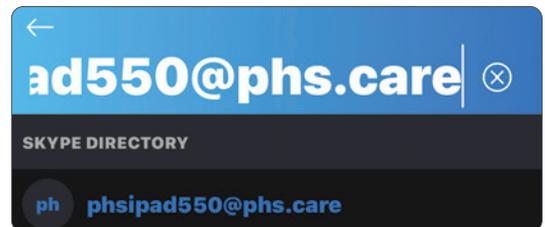
ALLOW SKYPE TO ACCESS

Contacts	Off
Microphone	On
Camera	On
Siri & Search	>
Notifications Off	>
Background App Refresh	On
Cellular Data	On

A red box highlights the Microphone and Camera settings, and a red arrow with the number 6 points to the Microphone toggle.

8.  **Make a Skype call.**
To make a call with Skype, start on the Chats screen and search for the iPad address (phsipad###@phs.care).

- Tap the address that is found in the Skype Directory.



← ad550@phs.care

SKYPE DIRECTORY

ph phsipad550@phs.care

A red box highlights the search results, and a red arrow with the number 6 points to the search results.

- Tap the Video Camera or Telephone to initiate your call.



← phsipad550@phs.care

Video Camera Telephone

A red box highlights the Video Camera and Telephone icons, and a red arrow with the number 6 points to them.