

Family/Support System Guide



Swedish
Hospital

Part of
NorthShore

How can you communicate with your loved one while they are in the hospital?

Step #1 - Identify the primary family contact

Your loved one is being cared for by an incredibly talented and compassionate team of doctors, nurses and staff members who will do everything they can to support your loved one physically and emotionally. **To allow staff to stay focused on their work while keeping you informed, we ask that you have one point-person for communication.**

- If the patient has a legally authorized health care representative (medical or healthcare power of attorney) this will define who is the point-person.
- If there are no advance directives, please choose one family member to communicate with the hospital team.
- Upon admission, please make sure the patient or primary contact sets up a privacy password with the nurse to obtain clinical updates.

Step #2 - Know your care team resources

Our Clinical Team will share important updates on your loved one's condition. They will discuss test results, treatment plans and will talk with you when any important developments arise. Our nurses may also update you at times. Please be aware that the nurse is your family members' primary bedside care taker so they may not be able to take calls. The best time for the primary contact to call for a clinical update is between **11 a.m. and 2 p.m.**

The Patient Experience Department is available to support you in ways other than giving you clinical updates. They can connect you with additional services as needed. They can also help explain how to video chat with your loved one. This support team is available by phone at **773-293-2273, Monday through Friday from, 8:30 a.m. to 5:30 p.m.**

Chaplains are available at Swedish Hospital for your spiritual needs. Chaplains can:

- Call or FaceTime with patients to talk and/or pray
- Help make arrangements with patients' personal clergy or faith community
- Clarify advance directives and medical decision-making or end-of-life care
- Offer bereavement care

To reach a chaplain: call the Pastoral Care office at **773-878-8200, ext. 5365**, e-mail **Chaplains@schosp.org**, or call the prayer line at **773-878-8200 ext. 7729** to listen to the daily prayer or leave a prayer request.

Step #3 - Choose your mode(s) of contact



Communicating by Hospital Bedside Phone:

If your family member is able to use a phone independently you can call them to talk at any time. Callers can phone the hospital operator at **773-878-8200** and give the person's name and room number to be connected.



Communicating by Cellular Phone:

If your family member has their own cellular device and is able to use it independently you can call them to talk at any time.

Communication by Video:

When communicating directly with your loved one by video, you may use any number of video conferencing apps; however, if the care team needs to help facilitate the video chat we will use **FaceTime or Zoom**. In preparation, we ask that you please decide which app you would like to use, and if needed, download the app to your device prior to your video call.

While we cannot always guarantee that one of these devices will be available, you can let your family member's care team know that you would like to video chat and we will try to help facilitate it. In most cases we will not be able to accommodate multiple requests in one day so we ask that the primary contact coordinates with the rest of the family .

Apple Devices



FaceTime

All Devices



Zoom

Please see step-by-step video chat instructions on the next page

Instructions for Apple Devices - FaceTime



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1. Sign into the FaceTime App using your Apple ID
 - a. Go to Settings
 - b. Tap "Sign In" to your iPhone
 - c. Enter your Apple ID and password
 - d. If you protect your account with two-factor authentication, enter the verification code
2. In FaceTime, tap  at the top right.
3. Type the name or number you want to call in the entry field at the top, then tap Video  to make a video call.

Instructions for all devices - Zoom



From the phone:

1. Prior to connecting with the Swedish Hospital teleconference iPad, you will need the MEETING NUMBER and the MEETING PASSWORD from the Swedish staff.
2. Go to app store and get the ZOOM meeting app (blue color icon)
3. Open the app
4. Select "Join a meeting".
5. The staff at the hospital will provide you with a MEETING NUMBER and MEETING PASSWORD.
6. Enter the MEETING NUMBER in the space provided.
7. On the new screen, provide your name and MEETING PASSWORD.
8. Answer "Join with video"
9. Answer "Call using internet audio"
10. After the meeting is over, press "Leave meeting"

From the computer:

1. Prior to connecting with the Swedish Hospital teleconference iPad, you will need the MEETING NUMBER and the MEETING PASSWORD from the nurse.
2. Go to zoom.com
3. Select "join the meeting".
4. The staff at the hospital will provide you with a MEETING NUMBER. Enter it in the space provided.
5. If the question pops up on your screen select "Run"
6. On the new screen, provide your name and MEETING PASSWORD provided by the nurse.
7. Answer "Join with video"
8. Answer "Join with computer audio"
9. After the meeting is over, press "Leave meeting"