

# Staying Connected

## Helpful Hints

We are temporarily restricting all visitor and family member access to our hospital sites during the COVID-19 pandemic. We understand that this is difficult, but it is essential for the safety of our vulnerable patients, families and staff.

**We know that staying connected with a loved one in Hospital is important for the patient and for their loved ones. We want to help. Here are some suggestions about how to stay connected during this challenging time:**

### Phone calls

To locate a patient at KHSC by telephone, please call our voice-activated patient locating system at 613-549-6666 extension 2367. To reach a specific care service or department call the KGH Switchboard at 613-548-3232 or toll-free 1-800-567-5722.

### Patients are encouraged to bring a smart phone or other device

- Ensure the device is clearly identified with the patient's name on it.
- Update contacts so the patient can easily make a call to you and other loved ones.
- Ensure a charger and headphones with a microphone are included with the device.
- Use a case that can be wiped clean for infection protection.

### Virtual Visits

Patients can connect to the free **KHSC Guest Wi-Fi** and use video apps such as FaceTime, Messenger and Zoom without using up their data plan. If a patient does not have a device, we are happy to arrange a Virtual Visit (video chat). Request a Virtual Visit appointment by emailing: [virtualvisit@kingstonhsc.ca](mailto:virtualvisit@kingstonhsc.ca).

### Send an E- Postcard message

If a patient doesn't have their own email account and you would like to send them a message, then just send an 'e-postcard' to us and we will deliver it. Information and the direct email link can be found at the link below.

### PLEASE NOTE

In order to maintain a safe environment we are not accepting deliveries of food or care packages (e.g., gifts or flowers) during the COVID-19 pandemic. If a patient has left an important personal device at home (e.g., eyeglasses, hearing aids, dentures, personal inhalers, cell phone) that is required for safe care, the care team will contact a family member and provide instructions on how to safely deliver the item to the hospital.

For more information about the supportive care services available to you and your loved ones, please visit [www.kingstonhsc.ca](http://www.kingstonhsc.ca) and click on **Patients, Families and Visitors**.

**Thank you for your understanding and partnership  
in stopping the spread of COVID-19!**