

# How to Video Call Your Family or Friends During Your Outpatient Appointment



This information explains how to use a video call to see and talk with your family or friends during your outpatient appointment at Memorial Sloan Kettering (MSK).

## Instructions for Patients

### OPTION 1: Use the Skype application (app) on the interactive touchscreen device in your room.

Your room may have an interactive touchscreen device with the Skype app. If it does, you can use this to video call your family or friends. You can access the Skype app by selecting “Entertainment” and then “Skype.”

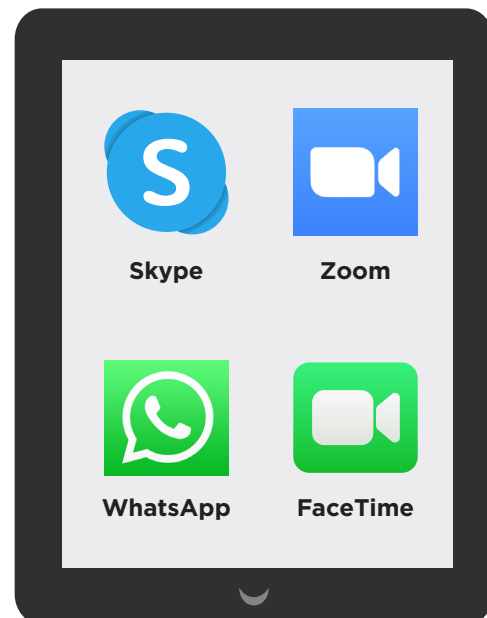
You and the person you’re video calling will both need a Skype account. You can create an account for free.



### OPTION 2: Use a video call app on your own smart device (smartphone or tablet).

If you have a video calling app (such as Skype, Zoom, WhatsApp, or FaceTime) on your smart device, you can use that to video call your family or friends. Wireless Internet access is available in most areas of all MSK locations. The WiFi network name is MSK\_guest.

The person you’re video calling must be using the same app. Before your appointment, tell them which app you’ll be using. Make sure they can use it too. FaceTime can only be used for video calls between Apple devices (such as iPhones and iPads).



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## Instructions for Family Members and Friends

First, find out which app the patient is going to use to answer their call. FaceTime, Zoom, WhatsApp, and Skype are common video calling apps.

Once you know which app the patient will use, make sure you're able to use the same one. To do this:

- Check if you need to make an account.
- If you're going to use your smart device (smartphone or tablet) for the video call, download the app to your device.
- If you're going to use your computer, make sure your computer has a working camera and microphone. Check if you need to download anything to your computer.

It's best to do these things before the patient's appointment. That way, you'll be ready to answer when they call you during their appointment.



FaceTime



Zoom



WhatsApp



Skype

