

How to Contact a Patient in the Hospital

There are many ways to connect virtually



SEND MAIL

- The U.S. mail is a simple, low-tech way to share letters, photos, cards and more.
- When addressing your envelope, include the patient's name, unit and room number as well as the main hospital address (call the hospital main number if you don't know the unit and room number).



CALL

- Call the hospital main number and give the patient's name (and unit and room number if you know it).
- Ask to be connected to the patient's room.
- Remember: you may need to keep the call short as the patient may tire easily.



TEXT, EMAIL OR VIDEO CHAT

(patient is able to use their own device)

- If the patient has their own device with the ability to receive texts, emails or video calls, contact them this way.
- Consider including a photo or music that they might find comforting.
- Remember: using their phone and responding quickly may be difficult.



REQUEST A CARE TO CONNECT VIDEO MEETING

(patient does not have or is unable to use their own device)

- Allina Health's patient video conferencing service, Care to Connect, allows multiple family members to connect remotely via video while they are in hospital.
- Visit Care to Connect on the Allina Health website to learn more.