Patient Setup:

1 Download Signal OR ask for Loaner device

Text your Nurse:

1 Open Signal & Select Nurse

2 Type your message

3 Press Send

DOWNLOAD THE APP

Google Play or Apple's App Store
Signal – Private Messenger

- Download the app and **Install**
- Once installed, click **Open**
- Click **Continue**
- When it says Access Contacts & Media, click **Not Now**
- Enter **Your Phone Number**
- Click **Next**
- You will receive an **Activation Code** via text message
- Type in your **Activation Code**
- Type in your **Name** and click **Next**
- You may be asked to rate the app, click **No Thanks**
- **IMPORTANT** – **DO NOT** tap to make Signal your default SMS app. You want to keep your text messages going to your phone.
- Click the **X** at the top of the screen to **Close**
- Give your number to your nurse
- Exchange test messages
- Set messages to disappear after 30 minutes

fold
fold

Full Terms & Conditions: CovidVirtualTools.ca/legal

Consent:

Community Provided Devices for Patients & Healthcare Workers to Communicate

System Risks & Benefits:
- Patients want to communicate with the healthcare team using voice, text & video.
- The Signal app transmits encrypted data safely between devices (signal.org).
- The internet transmission is secure but the devices are NOT secure, they are portable phones & tablets, they might not have passwords and could be stolen or used by someone other than the healthcare team.
- There is some risk that health information shared on this device may be intercepted or unintentionally disclosed.

Protect Yourself:
- Confirm you are communicating with the right person (show ID on video, don't text sensitive information).
- Set messages to disappear after 30 minutes.
- Only use the Signal App on community provided devices.
- Don't enter personal information onto community devices (don't log into email, google, enter your credit card etc.).

Understand the 'Phone Number' on Community Devices:
- This device has a 'fake' phone number that is only used by the Signal app.
- This device can ONLY communicate with other Signal app users (it can't make normal phone calls).
- Please don't communicate with Signal users except the healthcare team. (If you do, you MUST tell them when you give the device back, so they do not try to call you in the future).
- If you lose the device, notify the team immediately and the Signal number will be deactivated.
- It is possible for people outside the hospital to 'Signal Call' you if they know the phone number.

Understand and accept the risks of communication with these devices
Or choose not to use them