



Conducting a Telehealth Video Chat with WhatsApp

This document outlines the process for a patient to conduct a video chat with WhatsApp.

Disclosures

*NM recommends the use of Microsoft Teams for video visits with patients please see the previously distributed tip guide

WhatsApp is primarily a mobile-to-mobile communication tool owned by Facebook.

WhatsApp will display your phone number to the patient. We have no way to prevent this from occurring.

Northwestern Medicine does not own licenses to or directly support this product, nor can we protect any personal or privacy data.

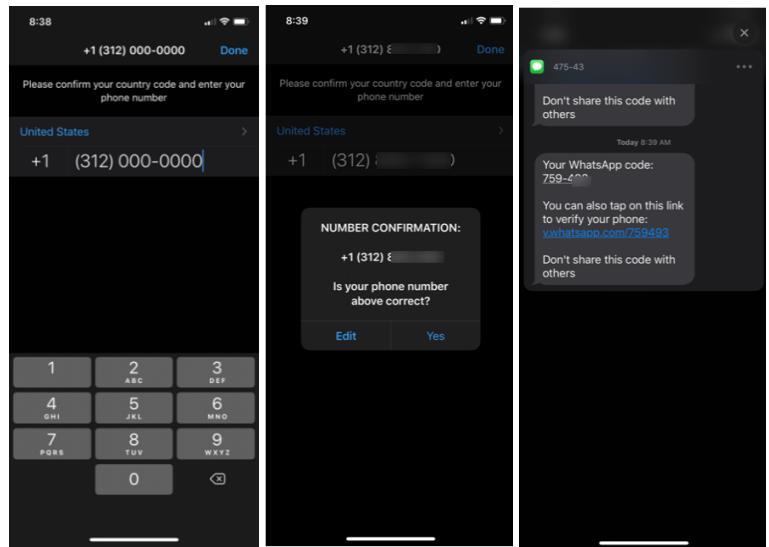
Install WhatsApp

Both parties must have WhatsApp Messenger installed. It may be downloaded from the App Store or Google Play. There is a Windows/Mac computer client available to download, but it must be linked to the mobile app and account.

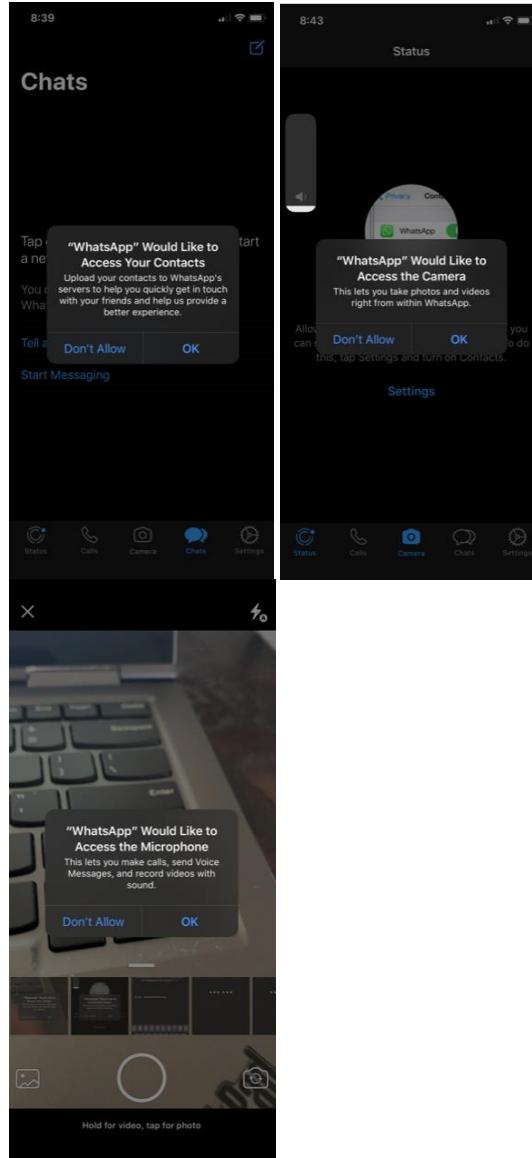


You must provide your (real) phone number during the installation process.

WhatsApp will confirm your phone number, then send you a one-time text message to verify yourself.



When installing WhatsApp, be sure to allow notifications, access to your contacts, as well as the microphone and camera.

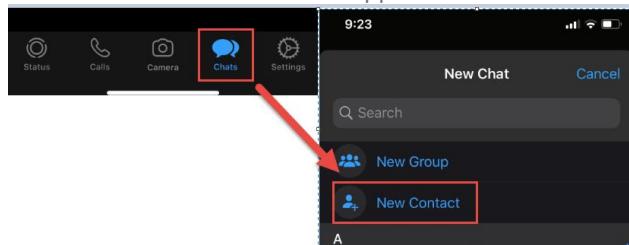


Create a Contact for the Patient

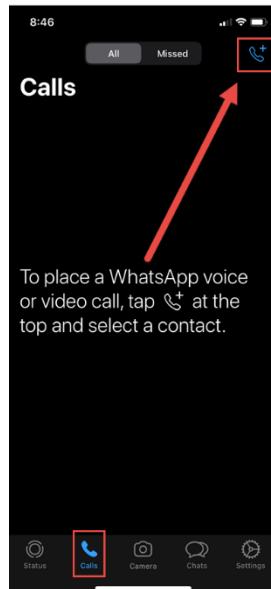
WhatsApp utilizes your Phone's Contacts list. In order to initiate an outbound call, you need to first add the patient as a contact.

You may do this in two ways. (Suggestion: Use a naming convention that allows you to easily track them for later clean-up if needed - e.g., **Patient Susan Smith.**)

1. Open the Contacts app on your phone and add the patient there.
2. Click the Chats button in WhatsApp and then New Contact.

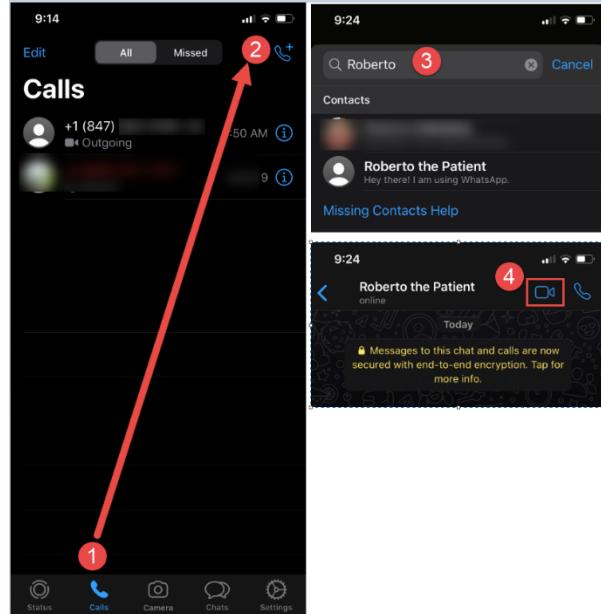


If you already have the Contact created, follow the prompt to start a call and select a contact.

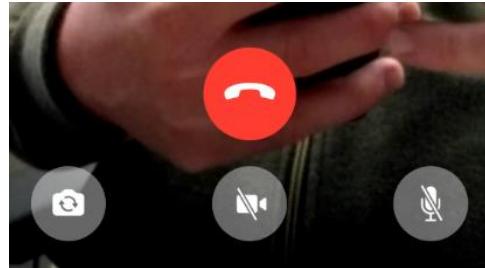


Make a Video Call

From the Calls tab (1), click the New Call button (2), Look up the patient's contact record (3), then click the video call button (4).

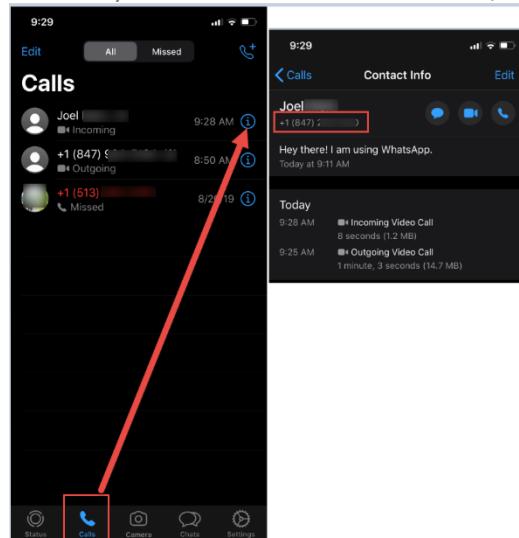


Once you're connected, tap the screen to reveal controls to swap front/rear cameras, enable/disable video and microphone and hang up.



Privacy Information

As previously mentioned, it's not possible to fully mask your phone number from the patient. Your call will appear in the patient's Calls log, and if they click the [i](#) for more information, they'll see that detail.



You may control some privacy settings via Settings > Account > Privacy. It's strongly recommended to review privacy settings, particularly around such areas as status, last seen, live location, etc.

More information about WhatsApp privacy settings can be found [here for Android](#) and [here for iOS](#).

Troubleshooting

Refer to <https://faq.whatsapp.com/>