Conducting a Telehealth Video Chat With FaceTime

This document outlines the process for conducting a FaceTime call with a patient using an iPhone or iPad.

Disclosures

Northwestern Medicine recommends the use of Microsoft Teams for video visits with patients. Please see the previously distributed tip guide.

FaceTime is primarily a mobile-to-mobile communication tool owned by Apple.

FaceTime 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.

Turn on FaceTime

Open the FaceTime app and sign in with your Apple ID. You can also do this from Settings > FaceTime.

If you're using an iPhone, FaceTime automatically registers your phone number. To also register your email address on your iPhone, go to Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.

If you're using an iPad or iPod touch, register your email address by tapping Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.

Make a FaceTime call with the patient

Both parties must have FaceTime installed on their device to conduct a FaceTime call.

To make a FaceTime call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call:

- In the FaceTime app, tap the plus button ╋ and type the person's phone number or email address. Tap the number or address, then tap Audio 📞 or Video ▢.
- If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio 📞 or Video ▢.
- You can also start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.

How to display your nm.org email address instead of your personal phone number

You can make your nm.org email address appear instead of your phone number when you make a FaceTime call by creating an alias in your iCloud account. Here are the steps to take on your phone:

- Go to iCloud.com and log in.
- Go to Account.
- Under "Reachable at," click "Add More."
- Click on edit account.
- Select email and add your address.
- A confirmation code will be emailed to your nm.org account .
- Enter the 6-digit code provided in the email.
- Go back to your home screen and open Settings.
- Select FaceTime.
- Scroll down to Caller ID.
- Select the new nm.org address.
- This will show when you make FaceTime calls.

To create a Contact

- Open the "Contacts" icon.
- Tap + in the top-right corner of the screen.
- Choose a reference name. Use the "First name" and "Last name" fields to name the contact in a meaningful way that you will be able to remember. (Suggestion: Use a naming convention that allows you to easily track them for later cleanup if needed, such as Patient Susan Smith.)
- Tap "Add phone" below the "Company" field. Doing so brings up a text field labeled "Phone." Type in the contact's phone number.
- Tap "Done" in the top-right corner of the screen. Now you've saved the information to your iPhone's Contacts.