

Because our patients' immune systems are weak, children under 14 and people who are ill are not able to visit with loved ones admitted to the Blood and Marrow Transplant Unit at The Jewish Hospital. We understand how difficult this can be and offer visitors the opportunity for a "Virtual Visit" to talk with and see patients using WebCam software.

If you have a WebCam at home, use the following instructions to have a Virtual Visit with your loved one. If you don't have WebCam software at home, ask one of our staff members to help you use the WebCam in our waiting area.

Getting Started

The BMT Unit uses MSN Messenger with our WebCam software. To chat with our patients using WebCam software, you will also need to have MSN Messenger loaded on your computer and an MSN Hotmail e-mail account. Follow these three steps to create a Hotmail e-mail account, download MSN Messenger on your computer, and have a Virtual Visit with your loved one.

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BMT Virtual Visit

Instructions for using a WebCam to chat with patients in the Blood and Marrow Transplant (BMT) Unit



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Step One: Set up a free MSN Hotmail e-mail address

1. Open your Internet browser on your computer.
2. In the Web address bar at the top of the screen, type www.msn.com.
3. Press the “Go” icon at the end of the Web address bar.
4. Click on the “Hotmail” link.
5. Click on the “Sign Up” link.
6. Choose the free subscription. (If you already have an e-mail account through MSN, you may want to go ahead and create a separate Hotmail account to cut down on spam mail. Also, there’s a better chance of connecting to a video chat when using a free MSN Hotmail account. So, it is best not to log in here with an existing account. Instead, follow the steps to create a free MSN Hotmail account.)
7. When creating your free Hotmail e-mail address, choose a username and press the “Check Availability” icon. This may take several attempts. After a unique e-mail is created, you must create a password for your e-mail account. Follow the on-screen steps to do this. Note that you will have to enter your password twice. Follow the rest of the on-screen instructions for creating a password and accept the terms and conditions for using MSN Hotmail.
8. A screen may appear asking you to sign up for newsletters and e-mails. Arrow down to the “Continue” tab and select it.
9. This will bring you to your Hotmail home page.

Step Two: Download MSN Messenger to your computer

1. Go to www.msn.com.
2. Click the “Messenger” link.
3. Click the “Download Now” link.
4. Accept the Terms of Use and Privacy Statement.
5. A window will appear that allows you to choose additional features and settings. If you leave all the boxes checked, additional tool bars and Icons will be added to your desktop. You can choose not to add them by de-selecting (moving the mouse over the check marks and click the mouse once) all the boxes.
6. A window will appear that says “MSN Messenger has been installed.” Click “Finish.”
7. Follow the on-screen instructions to log-in to MSN Messenger using the Hotmail e-mail account and password you just created.



Step Three: Accept a video conference

1. When you are ready for a Virtual Visit with your loved one, contact the BMT Unit at 513-686-5250 and ask to speak with your loved one’s nurse. Ask the nurse to schedule a time for the Virtual Visit.
2. The nurse or nursing staff will take a laptop computer and WebCam into your loved one’s room at the agreed upon time and will help your loved one invite you to a video conference. A window will appear on the screen that says “You have been invited to a video conference, Accept or Decline.” Press “Accept.” The BMT’s user name may appear as JHK87496 or JHK87497.
3. After pressing Accept, it may take a few seconds for the video screen to appear. After the screen appears, you may start talking into the microphone to begin a video conference with each other. (Note that if you have external speakers for your computer, they must be turned on.)

