

Video visitation FAQs

In addition to in-person visitation, OSH offers virtual visits through Microsoft Teams. This option is available to all patients who are interested. To participate in a virtual visit with a patient, you must be an approved visitor.

How can I schedule a video visit?

Work with your loved one through a phone call. Only patients can schedule a video visit. Patients can register for a visitation time on sign-up sheets posted on their unit. Video visits must be scheduled by the patient, two days in advance. For example, on a Wednesday, patients will choose a time for a Friday visit. You and your loved one should pre-arrange by phone a time that works for both of you.

Staff will send you a meeting link for Teams, along with some basic directions on how to use the Teams program. The link will only work for the agreed-upon date and time of the visit.

Who is allowed to visit with patients?

You can visit with a patient if you are on the approved visitor list. You may complete a visitor application and go through the approval process at any time.

Please contact OSH Ombuds and Family Services in Salem at 503-947-8109, at 541-465-2785 in Junction City and at OSH.OmbudsandFamilyServices@odhsoha.oregon.gov for more information on the application process.

How long can I visit?

Visits can be scheduled for up to 60 minutes, depending on staff availability and patient preference.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OSH Language Access Services at OSH.InterpreterServices@odhsoha.oregon.gov or 503-756-7889. We accept all relay calls.