



# Surgical Updates with EASE

When You Can't Be There  
With Your Loved One

**ORLANDO**  
HEALTH®

**At Orlando Health, we believe effective communication with your healthcare team is a key component to providing the best possible patient care and experience.** We are committed to keeping you informed about all aspects of care with clear and open communication. EASE, or Electronic Access to Surgical Events, was developed by physicians to help keep family members informed when a loved one is undergoing a procedure or surgery, through the use of text messages, photos and videos. Surgery updates are sent directly from the operating room to your mobile device, keeping you informed and reassured during what can be an anxious time.

## How safe is EASE?

- EASE complies with HIPAA and HITECH confidentiality rules.
- EASE uses 256-bit encryption to protect all communications through the app.



**FREE**  
download and use  
**PRIVATE** and secure  
**ADD** family and friends  
**NOTHING** stored  
on phone

## What happens to the updates?

- All messages, photos and videos are automatically deleted from the mobile device after 60 seconds.

## How do I add family and friends to receive updates?

- Once registered, you can add selected family and friends from your Contacts.
- They will receive a text message with an access code and instructions on how to download the app.

## What if I get disconnected?

- Check your Wi-Fi or cellular connection. If unsuccessful, try closing the app and reopening. If still unsuccessful, delete the app, re-download and enter the access code previously sent to your email.

## Questions?

Call 407.308.4399 or visit  
[EASEApplications.com](http://EASEApplications.com)



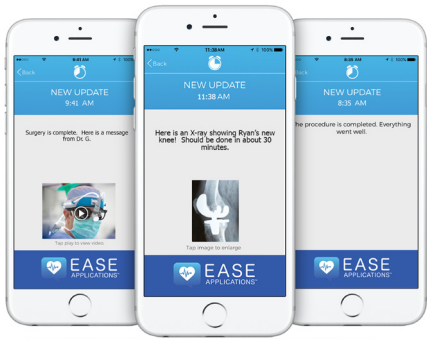
# Always Connected. Always at EASE.

## Connecting to the Internet

Wi-Fi service is available throughout the Orlando Health system via our guest network. You can access the internet through the following steps:

1. Open settings to locate Wi-Fi connection.
2. Click on “orlandohealthguest.”
3. Click on notification to sign into the network. If a notification does not appear, open your web browser and go to OrlandoHealth.com.
4. You will be redirected to the Acceptable Use Policy page. Enter **guest1** and click “Accept” to continue.

*\*At Orlando Health - Health Central Hospital, Wi-Fi service is available via the guest network: HCPUBLIC (no username or password required).*



## Accessing the EASE App

1. Search “Ease Applications” in your App Store.
2. Download the app.
3. Open the app, click “Get Started,” check the box to agree to terms and conditions, and click “Continue.”
4. Click “Register a Patient” if you are registering for the first time.
5. Enter patient information and click “Register” to continue.
6. Choose your type of updates – texts, pictures and/or videos. Click “Continue.”
7. To add Family/Friends, click “Invite Contacts.” If not, select “Skip.”
8. Type the person’s name and select their mobile number to add them to EASE. Click “Done” in the upper right corner when finished adding recipients.
9. A QR code will be generated along with an access code. Show this to your medical provider for them to scan and begin the EASE session.
10. Once you are scanned, click “Continue,” and then click “Send” when the text message appears.
11. An Updates screen will display showing you are logged in and ready to receive updates.
12. At the end of the procedure, please fill out the survey.

# ORLANDO HEALTH®

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