

# Technology Resource Guide

Thank you for taking part in our phone interview on virtual (phone or video) visits with UChicago Medicine. You are getting this because you asked to have a list of local technology resources.

You can **share this list** with your family and loved ones to help make your next virtual visit a better one. If you need anything else, call your clinic, and thank you again for your time and for taking part.

## UChicago Medicine Resources

**Virtual Visits Website:** <https://uchicagomedicine.org/video-visits>

Visit our website to learn all about video visits and find helpful information on:

- What a video visit is
- What you need to have a video visit
- How to make an appointment for a video visit
- How to prepare for your video visit

**You can have a family member or close friend join your phone or video visit to help you connect with your doctor.** This is a great way to get help from someone you trust, and make your video visit easier. Just ask your clinic scheduler to **"share the link"** for your visit with your family member or friend.

**The website above also has information on MyChart.** MyChart is a free website on your computer or app you can add to a smart phone that helps you manage your health. You can send messages to your doctor and even make appointments. MyChart is a safe and easy way to take control of your health needs.

If you need help with MyChart, call UChicago Medicine at **(844) 442-4278**.

## Learning Resources

**Here are some resources that can help you know how to use computers.**

**Woodlawn Resource Center:** The Woodlawn Resource Center has lots of skill-building programs, including classes on helping you learn how to use computers.

[www.poahchicago.org/resource-center](http://www.poahchicago.org/resource-center) **(312) 283-0031**

**YWCA Metropolitan Chicago:** The YMCA has one-on-one computer training

<https://ywcachicago.org/our-work/economic-empowerment/> **(866) 525-9922**

**Chicago DigitalLearn:** If you have a smartphone, tablet or computer, the Chicago Public Library has a great collection of free videos on how to use your device.

<https://chipublib.digitallearn.org> **(312) 747-4300**

# Discounted or Free Technology Resources

**Chicago Public Library**

**(312) 747-4300**

**Chicago Public Library** has free resources for Chicago residents with an active Chicago Public Library card. To learn about these, go to <https://tinyurl.com/yyh93ugo> or call

**(312) 747-4300**. You can also call **311** for more information. Options include:

## At the Library:

1. **Laptop Computers:** You can borrow a laptop computer and use it anywhere in the library for 2 hours at a time. Most libraries have quiet rooms where you can sit and talk. This is a great option in case you need a quiet place to talk to your doctor. Ask the staff at the library and they can help out.
2. **Desktop Computers:** There are also computers in the library that you can use. These are bigger and you cannot move them around or take them into a separate room. These are good in case you need to send your doctor a message, or look something up, but you do not need a totally private space where you can talk.
3. **Your computer, tablet or smartphone:** You can also bring your computer, tablet or smartphone to the library and use their internet for free as long as you are at the library.

## At Home

1. The [Google Chromebook Kit](#) includes everything you will need to have a video visit at home. Each kit can be borrowed for 3 weeks at a time. **To borrow a laptop computer and Wi-Fi internet hotspot kit for an appointment at home**, go to <https://tinyurl.com/y22xessq>
2. **If you have a computer, tablet or smartphone but do not have internet:** You can borrow a small device called a [Wi-Fi HotSpot](#) that lets you connect to the internet from anywhere. You can take it home, and borrow it for free, for 3 weeks at a time. <https://tinyurl.com/y3m3uxes>

**Chicago Public Schools (CPS)**

**(773) 417-1060**

**Chicago Connected offers the following for children enrolled in a Chicago Public School.**

- Free high speed internet or district-provided internet (hotspot device)
- Computers (Chromebooks) so CPS students can do school from home (remote learning). [www.cps.edu/strategic-initiatives/chicago-connected/](http://www.cps.edu/strategic-initiatives/chicago-connected/)

# Discounted or Free Technology Resources

**AT&T** [www.att.com/internet/access/](http://www.att.com/internet/access/)

**(855) 220-5211**

**Access Program:** Can provide internet at a discounted rate is 10 dollars a month.

**Must be in one of the following programs:**

- Below the 135 percent poverty level (\$17,226 for single person households).
- Head Start program
- National School Lunch Program (NSLP)
- Supplemental Nutritional Access Program (SNAP)

**Comcast** [www.internetessentials.com](http://www.internetessentials.com)

**(855) 846-8376**

**Internet Essentials Program:** Can provide 2 months free internet. After that, the discounted rate is 10 dollars a month

Program members can get also get low cost computers.

[www.internetessentials.com/low-cost-computer](http://www.internetessentials.com/low-cost-computer)

**To get the discounts, you must be in one of these programs**

- Federal Pell Grant
- Head Start
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid, Public housing assistance
- National School Lunch Program (NSLP)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Tribal Assistance program
- Veterans Administration Pension (VA)
- Women Infants and Children program (WIC)

**FreeGeek Chicago**

**(773) 342-6205**

For discounted computers: [www.freegeekchicago.org/fgc-inventory](http://www.freegeekchicago.org/fgc-inventory)

# Discounted or Free Technology Resources

**PCs for People** [www.pcsforpeople.org/eligibility](http://www.pcsforpeople.org/eligibility)

**(618) 215-3787**

- Lightly used discounted computers for 0 to 200 dollars
- Low cost Wi-Fi hotspots if you do not have internet

**To get these discounts, you must be in one of these programs:**

- Adult and Child Mental Health Case Management
- Employment Services
- Extended Foster Care
- Food support (like WIC)
- Financial Assistance (such as GA, TANF)
- Group Residential Housing (GRH)
- General Assistance
- Head Start
- Low-Income Home Energy Assistance Program (LIHEAP)
- Medicaid or Medical Assistance
- National School Lunch Program (NSLP)
- Pell Grant
- Section 8, Federal Public Housing Assistance
- Social Security Disability (SSD)
- Supplemental Security Income (SSI)
- Social Security
- Student (school closed due to COVID-19)
- Veteran Administration (VA), Retirement and Pension
- Unemployment Benefits
- Under the 200 percent poverty level (\$25,520 for single persons)

**RCN** [www.rcn.com/internet-first](http://www.rcn.com/internet-first)

**(833) 730-0644**

**Internet First program:** Can provide 2 months free internet. After that, the discounted rate is 10 dollars a month. **Must be in one of the following programs:**

- Federal Pell Grant
- Head Start program
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid, Public housing assistance
- National School Lunch Program (NSLP)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Tribal Assistance program
- Veterans Administration Pension (VA)
- Women Infants and Children program (WIC)

**T-Mobile** [www.t-mobile.com/brand/project-10-million](http://www.t-mobile.com/brand/project-10-million)

**(877) 775-1066**

Project 10Million offers some users a free monthly data plan and internet (hotspot device) for your smartphone. **Child must be in the National School Lunch program.**

**Xfinity Hotspots** <https://tinyurl.com/yxf7cj4b>

**(800) 934-6479**

**1322 East 53rd Street Chicago IL. 60615.** Discounted Internet service for 10 dollars a month. If you have Xfinity internet you can also use free Hot Spots in Chicago.

# Resources for the Blind and Deaf

## Illinois Relay Services

<http://bit.ly/Relay-Services>

**dial 711**

- Illinois Relay is a free service that allows people who are Deaf, Hard-of-Hearing, Speech-Disabled, or Deaf-Blind to place and get calls to standard telephone users with a keyboard or assistive device.

## Chicago: Deaf and Hard of Hearing Services

**(312) 957-4861 (Voice/TTY)**

- <http://bit.ly/MOPDHearing>
- The Mayor's Office for People with Disabilities (MOPD) offers free amplified phones, Teletypewriters (TTYs) and CapTel devices

## Chicago Hearing Society

**(773) 248-9121**

- <https://chicagohearingsociety.org>
- Provides interpreters services for the deaf community
- Helps connect Chicagoans to equipment programs for telecommunications

## Illinois Telecommunications Access Corporation

**(800) 841-6167**

- [www.itactty.org](http://www.itactty.org)
- Specified voucher program for the Deaf, Hard of Hearing, Late-Deafened, Deaf-Blind, and Speech-Disabled to purchase specialized equipment.

## Illinois Assistive Technology Program

**(800) 852-5110**

- <http://bit.ly/IATP-Devices>
- Training programs on deaf/blind devices as well as loan programs so that members of the deaf/blind community and try out assistive technologies such as laptops and telephones.

## Second Sense Chicago

**(312) 236-8569**

- <http://bit.ly/2ndSense>
- Individual training programs on using technology, for work and personal needs.
- In-home technology training for seniors, technology tutors and learning groups
- Open Computer Lab with Assistive technology.

## Home - The Chicago Lighthouse

**(312) 666-1331**

- <http://bit.ly/Lighthouse-Tech>
- Provides advice on assistive devices to help persons with visual impairments live life to the fullest.
- In-house retail store for assistive technologies, and home training programs for \$115 dollars an hour.