

TeleVisits:

CONNECT WITH YOUR CARE PROVIDER



WHAT IS GOOGLE DUO?

Google Duo allows your doctor's office to have a video visit with you.

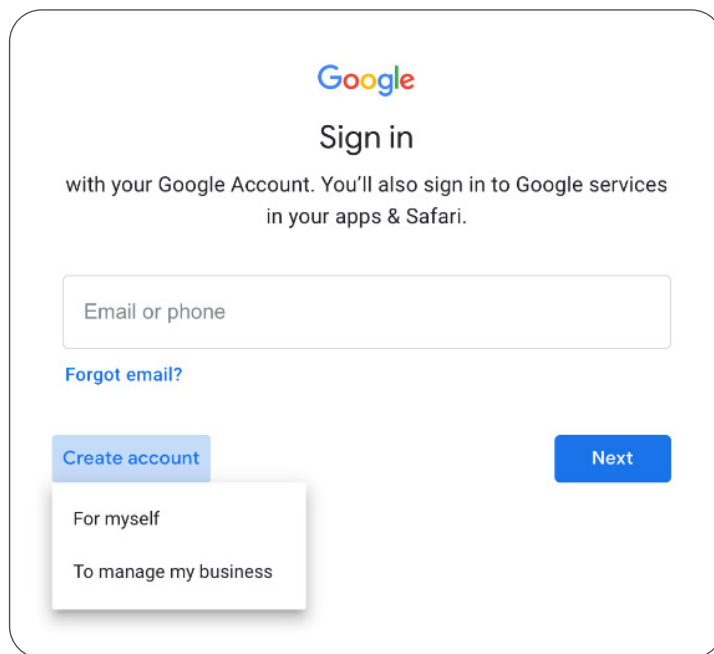
HOW DO I SET UP A GOOGLE DUO APPOINTMENT?

Your provider's office will call you to offer this option as an alternative to your in-person appointment.

On your smartphone, do the following:

- Search for Google Duo in the Apple App Store or the Google Play Store. Download the app.
- If you have an *Android*, your Google account will log in automatically.
- If you have an *iOS (Apple)* device, you will need to sign in with a Google account or create a new account with your email address.

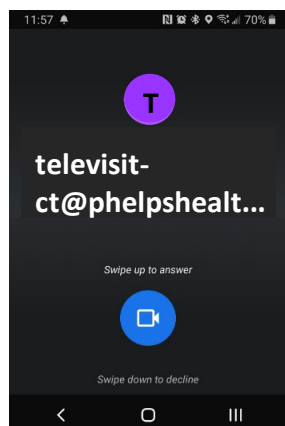
Signing in on an iOS (Apple) device:



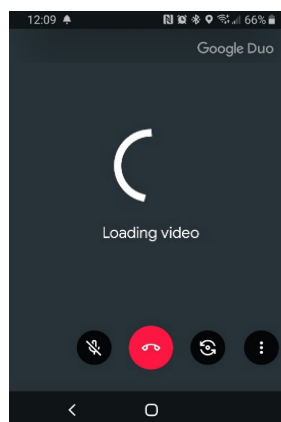
- *When you enter a phone number, make sure to use your mobile number.*
- *You can create a new account. On the next screen, you can use an existing email address, so you do not have to create a Gmail account.*

WHAT SHOULD I DO ON THE DAY OF MY APPOINTMENT?

- Find a secure and private location for your virtual appointment.
- “Arrive early” by logging into the Google Duo app to prepare for your virtual appointment.
- Your provider will call you when it is time for your appointment.
- After the visit, you will see “televisit” in your contacts. This is a one-time visit. You cannot use the app to call back. If you need to contact your provider, please directly contact their office.

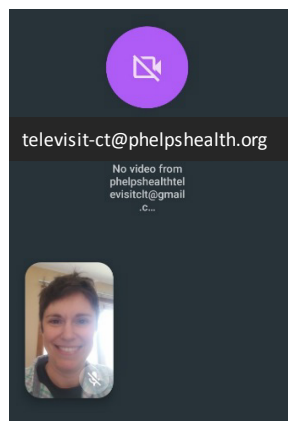


When your provider calls, this is what it will look like. The caller ID will start with “televisit.”



Wait for the video to load. If the video does not load, check your internet connection.

If you do not have good internet connection, your provider may need to complete the visit in another way.



If your provider or nurse turns off their video, it will look like this. You are not disconnected.

When the call ends, you will see a “rate your visit” to finish your appointment.

On the bottom of your screen are controls. From left to right:

- Turn on/off your video
- Turn on/off your microphone
- Hang up (red phone icon)
- Switch camera (good for showing the physician a wound or skin problem)
- Settings (3 dots)



**Messaging and data rates may apply.*