During the COVID-19 crisis, get medical care quickly and safely without leaving home. You can have a virtual visit (video chat) with a Cleveland Clinic provider.

Usually there are strict security criteria for virtual visits. But because of COVID-19, the U.S. Department of Health & Human Services has temporarily relaxed regulations. That means you now can see healthcare providers through popular video chat apps like Google Duo.

**Here is how to attend a virtual visit on Google Duo using an Android mobile phone.**

1. **If this is your first time using the Google Duo app, check your home screens to see if the Google Duo icon is displayed. Google Duo is pre-installed on many Android devices.**
   - Once it’s installed, open the app and agree to the Terms and Conditions.
   - Accept all prompts to allow the app to access your device speaker and microphone.
   - When prompted, enter the phone number of your Android phone to connect Google Duo with your device.
   - Tap the “Agree” button to complete setup. You now are ready for a virtual visit with a Cleveland Clinic provider.

2. **If Google Duo is not already on your device, download it from the Google Play™ store.**
   - Once it’s installed, open the app and review and agree to the Terms and Conditions.
   - Accept all prompts to allow the app to access your device speaker and microphone.
   - When prompted, enter the phone number associated with your Android mobile phone to connect Google Duo with your device.
   - Tap the blue Agree button to complete your app setup. You are now ready to attend a video chat virtual visit with your Cleveland Clinic provider.

3. **At the time of your virtual visit, you will receive an incoming Google Duo video call.**
   - Accept the video call to begin the virtual visit with your Cleveland Clinic provider.
   - Your provider will end the call when your visit is complete.
   - For questions or concerns following your virtual visit, please contact your provider by calling your provider’s office or sending a message in MyChart.
• If you are inviting a guest to your virtual visit, please notify your provider’s office in advance. Give them the mobile phone number and/or email address associated with your guest’s Google Duo account.

To participate in your virtual visit, your guest must have:

- A device with a front-facing camera (e.g., smartphone, computer with webcam or tablet)
- A Google Duo account
- The Google Duo app downloaded to their device

When the visit starts, your provider will do a group call to both you and your guest.

3. **At the time of your virtual visit, your provider will call you on Google Duo.**

• Accept the call to begin your virtual visit.

• Your provider will end the call when your visit is complete.

• If you have questions or concerns after your virtual visit, call your provider’s office or send a message in MyChart®.

**Please note:** Third-party applications can introduce privacy risks. Be sure to enable all available encryption and privacy modes when using them.

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