

For Android™

How to Attend a Virtual Visit (Video Chat) on Google Duo™



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.

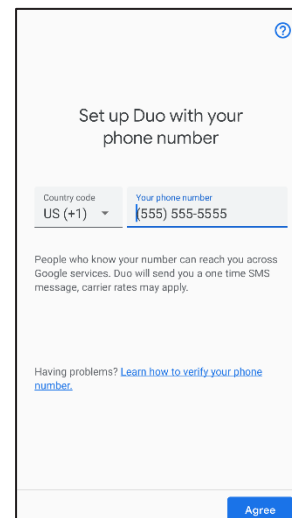
Usually there are strict security criteria for virtual visits. But because of COVID-19, the U.S. Department of Health & Human Services has temporarily relaxed regulations. That means you now can see healthcare providers through popular video chat apps like Google Duo.

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.

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 agree to the Terms and Conditions.
- Accept all prompts to allow the app to access your camera 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.

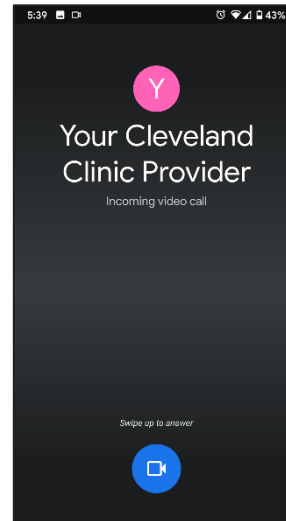


- If you are inviting a guest to your virtual visit, please notify your provider's office in advance. Give them the mobile phone number and/or email address associated with your guest's Google Duo account.

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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