**GOOGLE DUO VIDEO SOLUTION FOR ANDROID USERS**

If doxy.me video fails and the pt. does not have an iPhone, Google Duo may be an option for the video call.

\*\*\*\*Note—Google Duo will show your phone number to the pt. when you place the call.

 (Clinical staff will enter the appt., check in, create encounter, and do med reconciliation.)

* Get the app by going to the Apple APP store or Google Play store and search Google Duo. It looks like this:



* You will need to make several entries:
	+ Accept terms
	+ Give access to microphone, camera, and Contacts
	+ Allow notifications
	+ Enter your name, email, phone number as prompted
* Once the app is set up, the pt’s. cell number needs to be entered to your Contacts
* If the pt. already has Google Duo installed you are ready to start the call
* Open the installed app and search Contacts, choose the pt.
* Click the blue button Video Call.
* If the pt. does not have the app already installed, go to the Non Face-to-Face template
* Verify the phone number is the correct cell number for the pt.
* Click the Send SMS (Duo) button at the bottom-this sends a text message to the pt. with a link to install the app.
* The pt. will need to follow the same set up steps as described above.

 

