



Mark J. Goedken, MD

Jennifer Forkner, ARNP

811 5th Avenue SE Cedar Rapids, IA 52403

(319)365-7581

Telehealth / Video Visit Guidelines

***The patient must have access to video via smart phone or tablet. Please consider borrowing a smart phone or tablet from a family member if you do not have one. The patient may try to use a computer with a video camera attached, but this is less reliable.

***It is extremely important that we know which app the patient would like to use prior to the visit so that we contact them on that particular app.

***The patient must test the app with a friend or family member prior to the appointment and **call us at 365-7581 to confirm which app and phone number will be used for the appointment**

Apple devices

1. We will use FaceTime which is usually installed on the phone when purchased.
2. Please ask the patient to test this on a friend or family member to be sure it is working before we try to contact them on the app.

***Alternatively, they may download the **Google Duo** app using the process below.

Android devices

1. Download the **Google Duo** app from the Play Store. (Do this by opening the Play Store on the android device and searching for Google Duo)
2. Once downloaded, follow the directions and be sure to enable notifications so that when called, the device notifies the patient.
3. We will be contacting the person on the **Google Duo** app using the patient's phone number.
4. Encourage the patient to have a friend or family member install this app as well so that the patient may test it out before the appointment time.

Computer with camera

1. On your computer, open **duo.google.com**
2. Choose an option: If you have not used Duo previously, click "I am new to Duo." If you already have a Google account: Click "I already use Duo." Then, follow the instructions to add your Google account to the Duo app on your device. Set up with the patient's phone number. Test to be sure you can contact someone else using Duo before we try to contact you.

Patient checklist

- ✓ **Be sure to have a device with video capability and have one of the above applications installed and tested prior to your visit.**
- ✓ **Inform us which application and what phone number to call at your appointment time.**
- ✓ **Prior to your appointment, if possible, obtain your weight, blood pressure, pulse and temperature (especially for illnesses).**