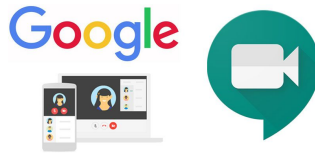


# PREPARING FOR YOUR HANGOUTS TELEHEALTH VISIT



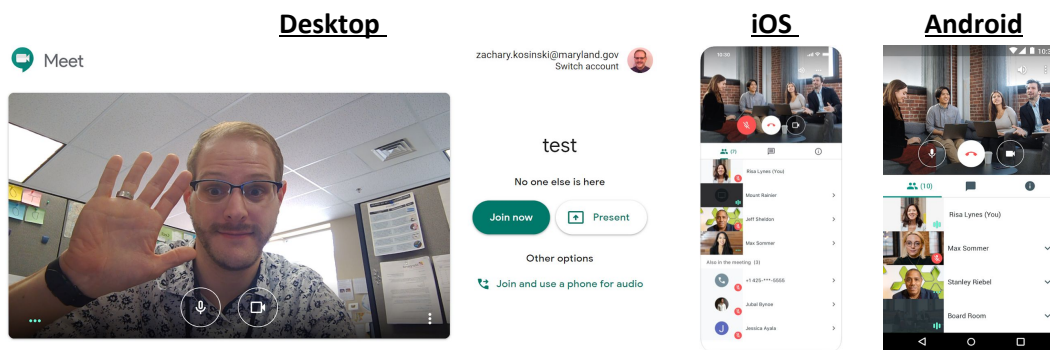
**COVID-19 UPDATE:** Some clinical services which normally require an in-person visit are now available via telehealth. Telehealth capability may discontinue once the pandemic has been declared over at an as of yet undetermined time.

**Consent:** You must give verbal consent for telehealth services. You will be asked to consent prior to scheduling your telehealth appointment. Know that telehealth appointments are not as secure as office visits but are much more convenient.

**Accessing Hangouts:** You must be able to access Hangouts with video and audio (camera and microphone) on a computer or smartphone. You do not need a Google account to access the meeting but an email address is required. You must also have a steady internet connection. Wi-Fi connection is best.

**Setup Hangouts Meet:** We recommend that you set up Hangouts before your appointment and contact us if you experience difficulties. Waiting until your appointment to setup Hangouts may cause delay. For device-specific instructions for joining Hangouts meetings, visit [support.google.com/a/users/answer/9300131](https://support.google.com/a/users/answer/9300131) and scroll down to “Join a video meeting.”

1. **Appointment details** will be emailed in the form of a Google Calendar invite. You do not need a Google account to receive the invitation.
2. **Setup Hangouts** in advance of your appointment.
  - For desktop computers, visit [meet.google.com](https://meet.google.com), click “Join or start a meeting”, type “TEST”, and confirm that it works.
  - For iPhones: [apps.apple.com/app/hangouts-meet/id1013231476](https://apps.apple.com/app/hangouts-meet/id1013231476)
  - For Androids: [play.google.com/store/apps/details?id=com.google.android.apps.meetings](https://play.google.com/store/apps/details?id=com.google.android.apps.meetings)



3. **Join meeting** by clicking the link in your email or in Google Calendar. Setup Hangouts **before** your appointment. It's best to be in a quiet space, by yourself, to minimize distractions.
4. Your **audio and video** must be enabled.
5. Health Department staff will join at the appointment start time.
6. Once your appointment has concluded we will end the meeting.

If you have questions or experience technical issues, contact us immediately at (410) 612-1779.