



Meet for Telehealth: Onboarding Instructions for Trainers/Clinicians & Patients

Background

- Currently, the G Suite Learning Center doesn't contain Meet instructions tailored to telemed.
- From April 7-27, 2020, we observed real telemed onboarding sessions conducted by a G Suite Business customer and post-acute respiratory care provider, Encore Healthcare.
- Based on our observations, we have created two sets of instructions for onboarding telemed users: one for Trainers/Clinicians and another for Patients.

Key Problems and Solutions

- | | | |
|-----------|--|--|
| #1 | Problem: Patients on mobile devices had trouble accessing Meet invitations inside the Meet app during onboarding. | Solution: Patients should download the Gmail app and add a Gmail account before they download the Meet app. |
| #2 | Problem: Onboarding Patients is time-consuming for Trainers/Clinicians. | Solution: Trainers/Clinicians should send instructions to Patients prior to the onboarding session. |
| #3 | Problem: Both Trainers/Clinicians and Patients lack implicit knowledge of G Suite components. | Solution: Instructions should explain how key components of G Suite support Meet. |
| #4 | Problem: Trainers/Clinicians require more procedural knowledge than Patients. | Solution: Instructions for Trainers/Clinicians should be more comprehensive than those for Patients. |
| #5 | Problem: Telehealth Providers need to log all Meet telemed sessions for auditing and billing purposes. | Solution: Trainers/Clinicians should conduct Patient onboarding sessions through the Meet phone bridge so they are logged. Patients who are not able to participate in video meetings should use the Meet phone bridge for all subsequent telemed sessions. |

Trainer/Clinician Instructions

Google Meet Setup

Print 

Table of Contents

[Choosing your device\(s\)](#)

[Setting up your computer/laptop](#)

[Setting up your smartphone/tablet](#)

[Contacting your patients through Meet](#)

[Meet controls](#)

[Initial contact script](#)

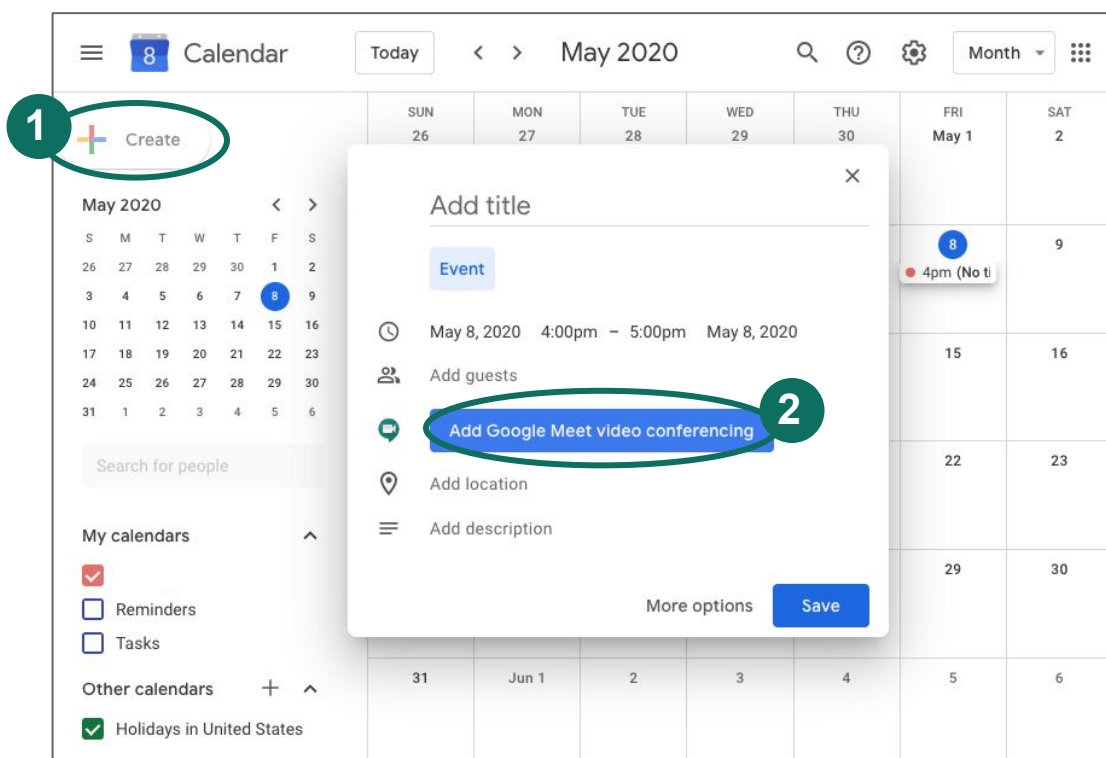
[Patient training script](#)

[F.A.Q. for clinician and patient setup](#)

Choosing your device(s)

Choose the devices you'd like to use for your video calls: computer/laptop, tablet, and/or smartphone.

- You can schedule Meet calls from your Google Calendar that will immediately show as a link for your patients in Meet, so consider the device(s) where it will be easiest to use Google Calendar.

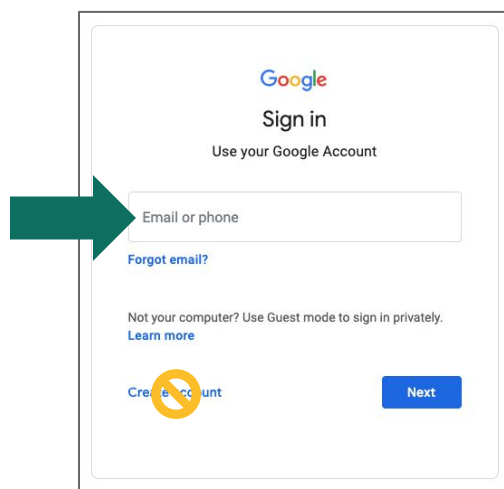
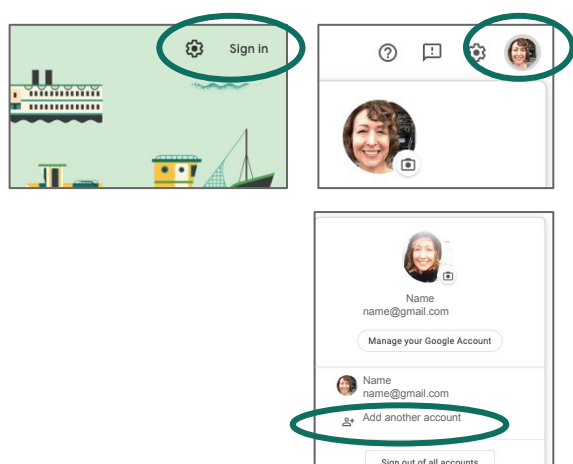


Trainer/Clinician Instructions

Google Meet Setup

Setting up your Computer/Laptop

(See page 3 for smartphone/tablet)



1

Set Google Chrome or Firefox as your default web browser

2

Link your NexusTelemed email to Google

3

You're ready to use Google Meet!

1. Make sure you are using either Google Chrome or Firefox as your web browser.

See the F.A.Q. page if you need help with this.

1. Go to [Meet.Google.com](https://meet.google.com). Click either "Sign In" or your image in the upper righthand corner.

If you are an existing Google user, select "Add another account" from the drop-down menu that appears. If you are a new Google user, proceed to the next step.

3. At the "Sign In" screen, **enter your NexusTelemed.com email** and **then the password** that was provided by your Encore representative.

DO NOT select "Create account," because you are linking your existing Telemed account to Google.

3. You may be asked to update your password (depending on your browser).

4. You will be prompted to enroll in two-step verification. Adding a phone number can help verify your identity if you forget your login info.

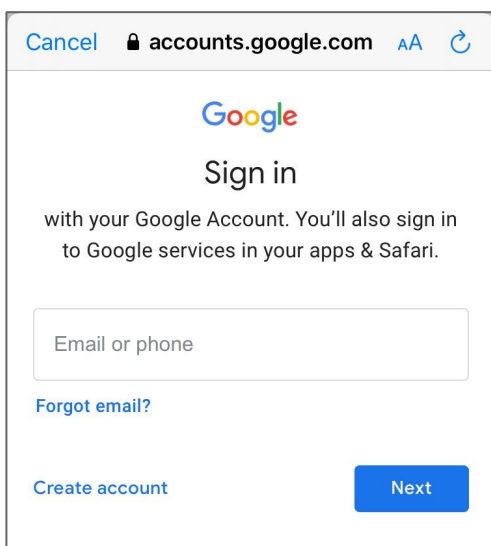
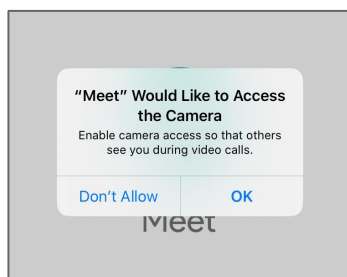
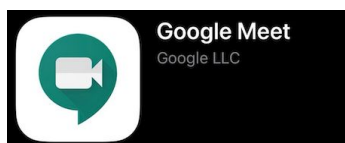
5. Your email is now ready to be used for Google Meet.

See page 4 for instructions on how to contact your patients using Meet.

Trainer/Clinician Instructions

Google Meet Setup

Setting up your Smartphone/Tablet



An example of the sign-in screen that allows you to link your email address to Google Meet.

1
Download the
Meet app

2
Link your NexusTelemed
email to Google
through Meet

3
You're ready
to use
Google Meet!

1. **Download the Google Meet app** by opening the app store for iPhones and iPads, or Google Play for Android devices, and searching for "Google Meet."

See the F.A.Q. page for more detail on finding your app store/Google Play.

2. Next, **open the Meet app** and tap "OK" when it asks to access your camera, and then your microphone.

3. Tap the **"Sign In"** button at the bottom of the screen.

4. **Select "Add account" or "Add another account."**

Enter your NexusTelemed.com email, and then the password that was provided by your Encore representative.

This will link your NexusTelemed email to your Google Meet app.

2. Read through the terms of service and privacy policy and accept them if in agreement.

3. You will be directed to the Meet home screen.
See the next page for instructions on how to contact your patients using Meet.

Trainer/Clinician Instructions

Google Meet Setup

Contacting your patients through Meet

- There are **three ways to contact your patients using Meet**:

1. **Send meeting info via email or text.**

In Meet, select “Start a meeting” (desktop/laptop) or “New Meeting” (smartphone/tablet) and email or text your meeting info to the patient.

- Patients who refuse to create a Meet account can also use the meeting info to call in to the meeting using their phone. However, they must still access their email account or text to retrieve the dial-in phone number and password.

OR

2. **Provide a clickable link within Meet.**

In Google Calendar (or Outlook Calendar with Meet add-in for Outlook), schedule a meeting. This allows the patient to see the meeting information within Meet on their desktop or phone, and join the call with the click of a button.

OR

3. **Dial the patient’s phone through Meet.**

Use the dialer within Meet to call the patient. This allows you to use Meet as a way to track your contact with the patient. On the patient side this looks like a regular phone call.

- If you choose this method you can still invite the patient to a video call within Meet if needed. The two methods will not interfere with each other on the patient’s phone.

See the next pages for details on each of these.

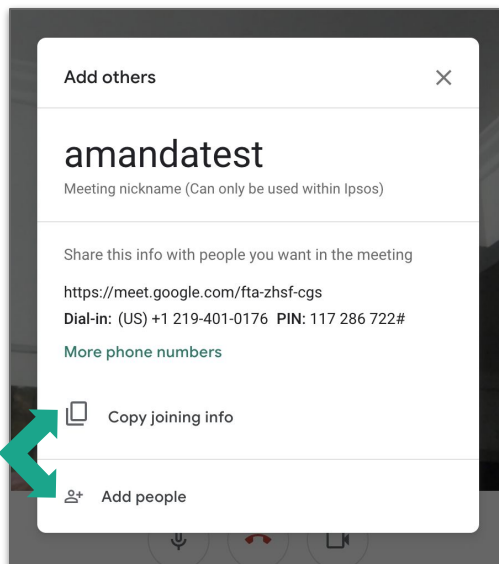
Trainer/Clinician Instructions

Google Meet Setup

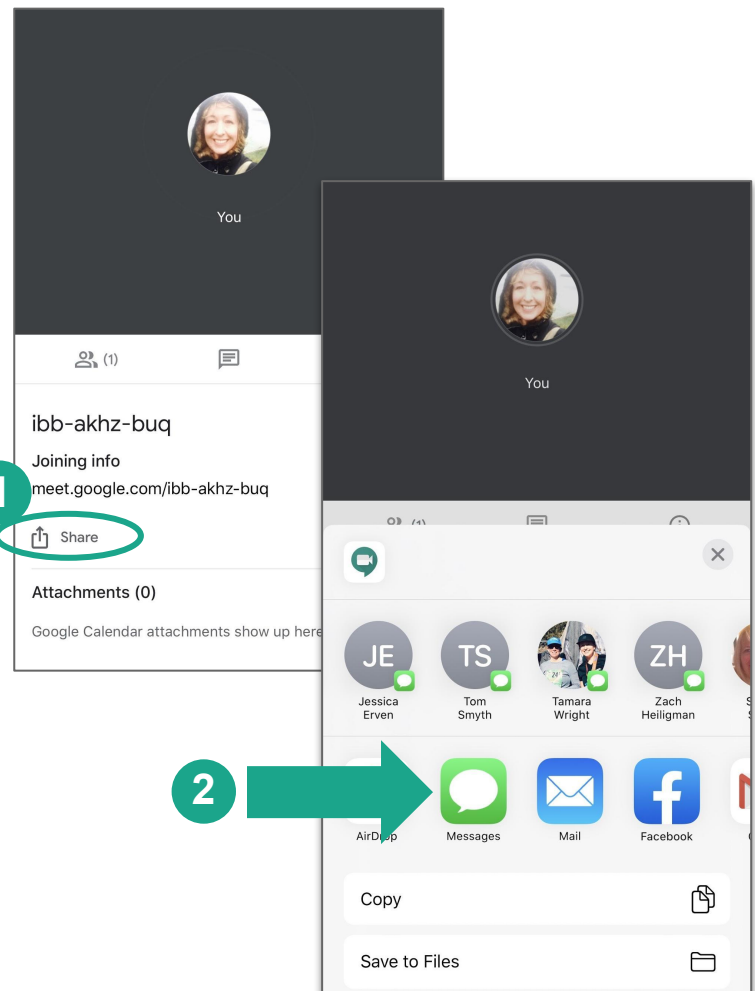
Contacting your patients: Send meeting info via email or text

- In Meet, select **"Start a meeting"** (desktop/laptop) or **"New Meeting"** (smartphone/tablet).
- For desktop/laptop, Meet will give you the option to **either "Copy joining info" and paste it into an email for the patient, or click/tap "Add people"** which will automatically send an email to the address you type in.
- If you are using a smartphone, these options can be found by tapping **"Share"** and then selecting your method.
 - On smartphone there is also an option to **text the meeting info to your patient.**
- **Patients who refuse to create a Meet account** can use the meeting info to dial-in to the call by audio only.

Desktop/Laptop



Smartphone (shown here on an iPhone)



Trainer/Clinician Instructions

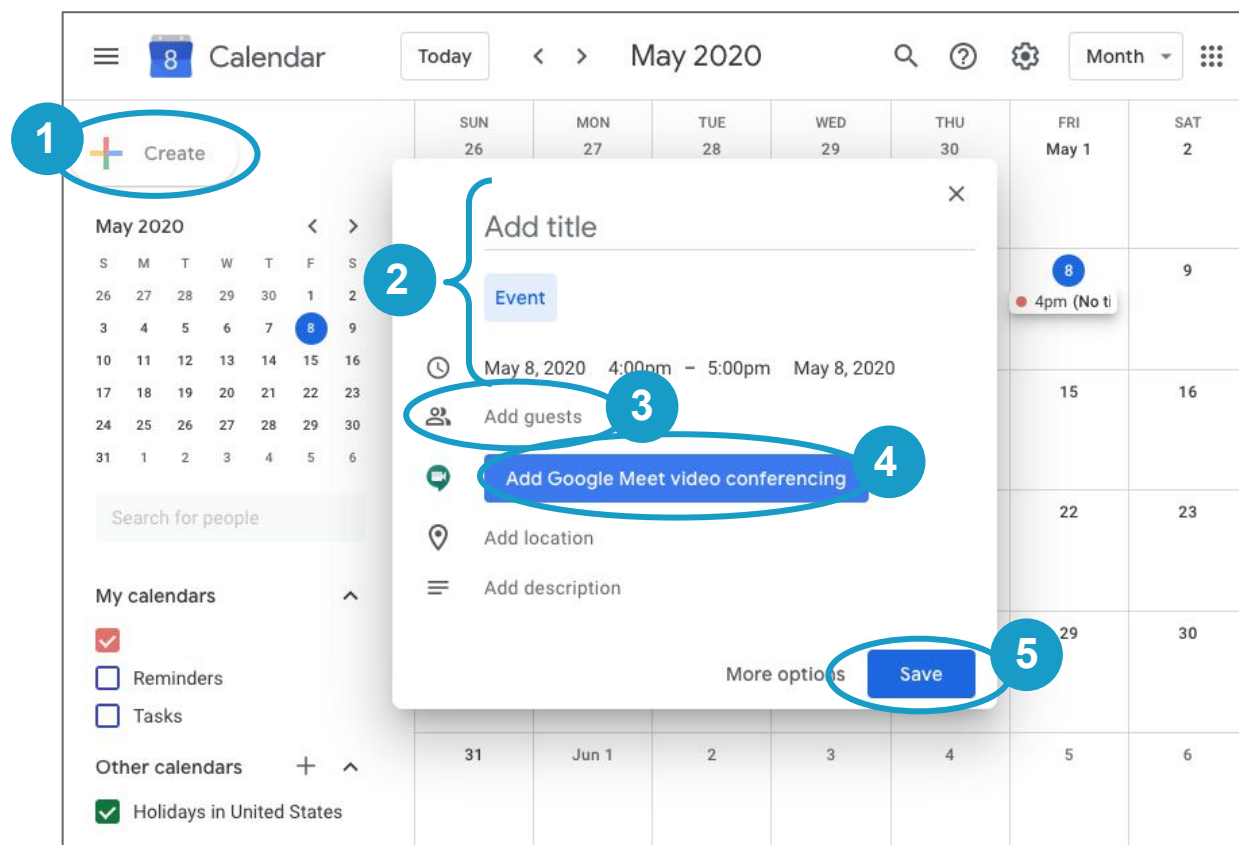
Google Meet Setup

Contacting your patients: Provide a clickable link within Meet

- **Schedule a meeting in Google Calendar, or in your Outlook calendar using Meet add-in for Outlook.** This allows the patient to see the meeting information within Meet on their desktop or phone, and join the call with the click of a button.

To create a meeting through Google Calendar:

- Go to calendar.google.com or to the Google Calendar app on your smartphone/tablet. Make sure you are logged in with your NexusTelehealth.com email address (for desktop/laptop you can find your information at the top-right of the screen).
1. Select the "Create" button.
 2. Specify your meeting title, date and time.
 3. Invite your patient by selecting "Add guests" and typing the email address they've linked to Meet (for smartphone/tablet this will be a Gmail address).
 4. Select "Add Google Meet video conferencing."
 5. Click/tap the "Save" button.

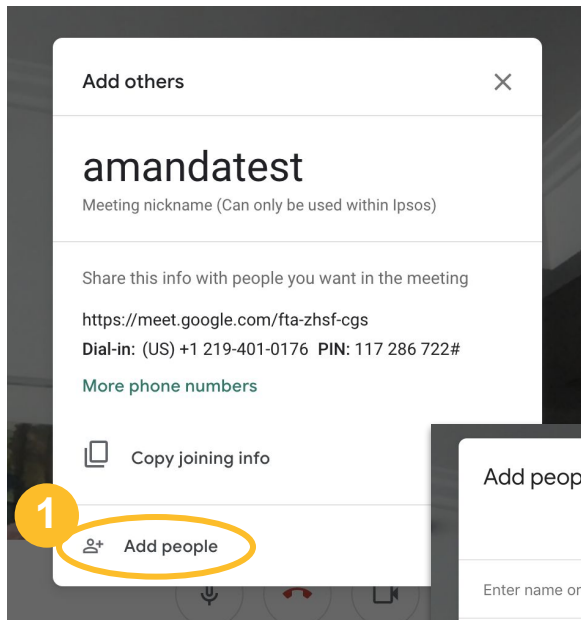


Trainer/Clinician Instructions

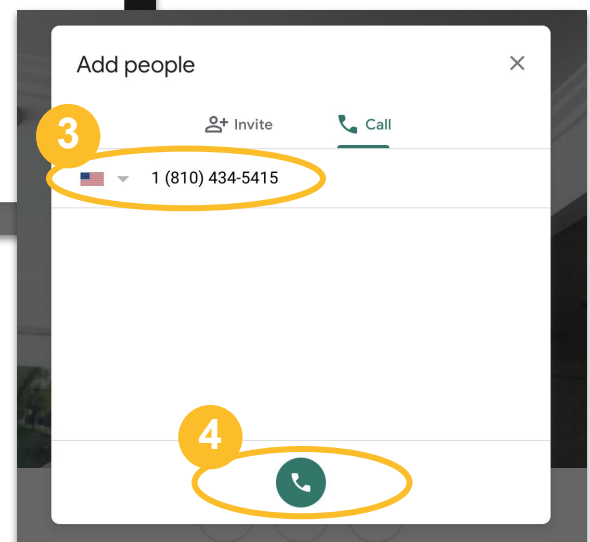
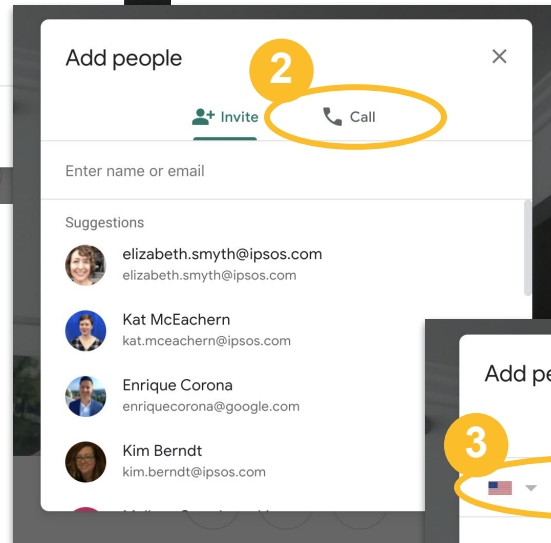
Google Meet Setup

Contacting your patients: Dial the patient's phone through Meet

- **Use the dialer within Meet to call the patient.** This allows you to use Meet as a way to track your contact with the patient. On the patient side this looks like a regular phone call.
 - If you choose this method you can still invite the patient to a video call within Meet if needed. The two methods will not interfere with each other on the patient's phone.



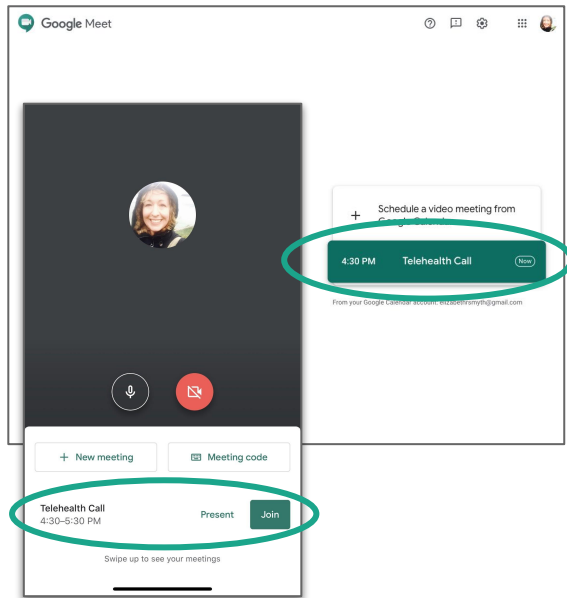
1. Select "Add people" for desktop/laptop or "Share" for smartphone.
2. Select the "Call" option.
3. Type in the patient's phone number.
4. Click/tap the dial icon.



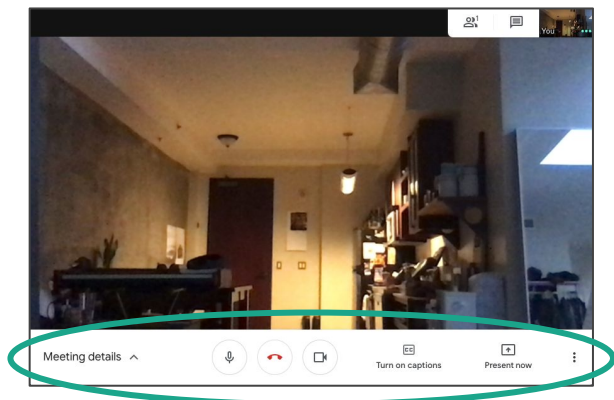
Trainer/Clinician Instructions

Google Meet Setup

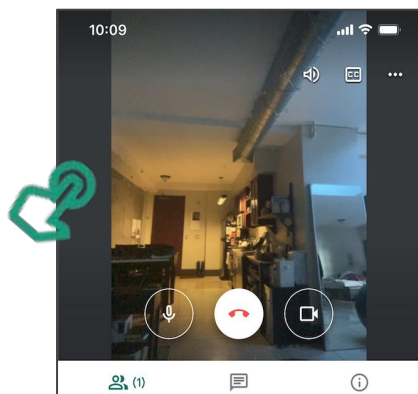
Meet controls



- **Meetings that have been scheduled appear as a green button.** For desktop/laptop the button is on the right side of the Meet home screen, and for smartphone/tablet it is at the bottom of the app home screen.



- For both computer/laptop and smartphone/tablet, **your controls are at the bottom of the screen.**



- **Your controls automatically hide while you're chatting.** To make them appear, click/tap the screen anywhere.

Trainer/Clinician Instructions

Google Meet Setup

Meet controls continued

“Meeting details” allows you to copy the joining info to paste into an email.

The “Attachments” tab also allows you see any documents that have been added to the meeting.

“Present now” allows you to present either your entire screen, a browser window, or a Chrome browser tab.

If you need to present a video with sound, you must select “A Chrome tab” as your presentation option.

Your video must be online (open in a tab in your Chrome browser) in order to view it this way, but if needed you can use Google Drive to upload your videos. See drive.google.com.

The microphone icon turns your microphone off and on.

The phone icon ends the call.

The camera icon turns your camera off and on.

This allows you to change your layout, adjust settings, etc.

For computer/laptop the dots are at the bottom of the screen (as shown), and for smartphone/tablet they're at the top.

Trainer/Clinician Instructions

Google Meet Setup

Initial contact script

Hello Mr./Mrs. _____. This is Clinician Name from Name of DME.

As your respiratory provider, we have partnered with Encore to provide an alternative form of contact during times when a face to face visit may not be possible.

We are able to do phone calls and private video chat where we can discuss your care, concerns and needs.

- These calls are not recorded
- There is no concern of this being seen by anyone else.
- If we do video calls it will allow us to see you and for you to see us.

We will be able to:

- Troubleshoot equipment issues
- Assess respiratory concerns
- Share information with you necessary to help you stay healthy and have an improved quality of life.

Telemed Questions - in patient status assessment after first question:

Do you wish to participate in telemed visits?

- I wish to participate in telemed visits [see next 2 conditional Qs]
- I do not wish to participate in telemed visits

What type of conferencing method can we use for a Telemed visit? (Check all that apply)

- ☐ I have a PC that can access wifi
- ☐ The PC has a camera
- ☐ I have a smartphone with wifi
- ☐ I'm using a smartphone with a data usage plan
- ☐ I prefer audio calls only
- ☐ Patient does not have capability to use telemed

Which email address can we use to schedule a Telemed visit?

- Use my current email (document/double check in patient profile)
- Use my new gmail address (add to patient profile)
- I don't have an email that I can use (Have them set up a google email)

Note - RT to document conversation in Patient Status/ Progress Note assessment

Trainer/Clinician Instructions

Google Meet Setup

Patient training script

- Introductions, such as: Hello Mr./Mrs. _____. This is Clinician Name from Name of DME. I'm here to... *(explain call purpose)*
- Did you receive the email we sent with instructions on how to set up your video telehealth calls?
 - **If yes:** Great - did you get a chance to set up your device? Are you using your computer or smartphone? (Or other)
Inquire about how far they got in the process, and start with the patient instructions at that point.
 - **If no:** That's okay, we're going to walk through the process now on the phone.
Walk through the patient instructions.
- *If the patient is using desktop or laptop: send the Meet call invite to their email.*
- *If the patient is using a smartphone or tablet:*
 - *After they set up their Gmail account in the Gmail app (but BEFORE they open Meet), create a Google Calendar invite for a new Meet meeting (if you have access to Calendar or the Outlook plug-in) and invite the patient by adding their Gmail address to the invite.*
 - *Next, ask the patient to open the Meet app, and the invite should show on their home screen.*
 - *This new invite should show on their app even if you are already on an audio call in Meet. Once they join the new meeting through the invitation they can hang up the audio call.*
 - *If you do not have access to Google Calendar or the Outlook plug-in, you must either email the meeting info to them, or text it to them if you're using a smartphone.*

Trainer/Clinician Instructions

Google Meet Setup

F.A.Q. for clinician and patient setup

Q: Why can't patients use FaceTime or Zoom instead of Meet?

A: While there are many good video communication services available, Meet is part of G Suite, a suite of productivity and collaboration tools developed by Google, that your Nexus Telemed provider uses to help you support and manage your patient interactions, workflows, and reporting.

Q: How do I download Google's Chrome browser?

A: Click the link below, and then click the "Download Chrome" button:
<https://www.google.com/chrome/>

Q: How do I make Chrome my default browser?

A: Click the link below, and then select your computer type to see the instructions:
<https://support.google.com/chrome/answer/95417?co=GENIE.Platform%3DDesktop&hl=en>

Q: How do I find the Apple App Store or Google Play on my device?

A: For iPhones and iPads, look for this icon on your screen:



For Android devices, open your app drawer by swiping up from the bottom of the screen or by tapping an icon that looks similar to this:

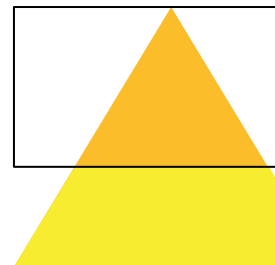


After you've found your app drawer, look for this Google Play icon:



Q: How do I select a different microphone or speaker for my Meet calls?

A: Click or tap the icon that looks like three dots on the right side of your screen, and then select "Settings" from the menu that appears. In your settings you can select from your available microphones, speakers and cameras.



Patient Instructions

Google Meet Setup

★ Before You Begin: Choose Device

- Choose the device you'd like to use for your video calls: a computer/laptop, a smartphone, or a tablet.
 - If you have all the devices, a computer/laptop is easiest to set up.
- Make sure your device is charged.
- Lastly, remember: you can't mess up this process. If you encounter difficulty, your respiratory therapist will help you work through it together.

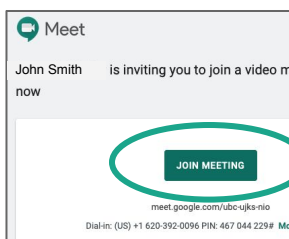
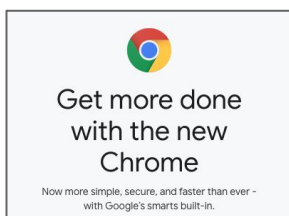
💻 Computer/Laptop Instructions

(For smartphone/tablet instructions see page 2.)

To set up Google Meet for video calls:

- You'll need to have the Google Chrome or Firefox web browser
- You'll need to be able to access your email account

Let's get started!



1. **Make sure you have either the Google Chrome or Firefox web browser**, and that it is set as your default browser. See the F.A.Q. to the right if you need help.
2. When you speak with your respiratory therapist, they will send you an email. Open the email and **click the "Join Meeting" button**.
3. Your web browser should open with the Google Meet page open. **Click the "Join Now" button**. You've successfully joined the video meeting.

See page 3 for an overview of how to use your controls in Google Meet.

F.A.Q.

Q: Why can't I use FaceTime or Zoom instead of Meet?

A: While there are many good video communication services available, Meet is part of G Suite, a suite of productivity and collaboration tools developed by Google, that your Nexus Telemed provider uses to help you support and manage your patient interactions, workflows, and reporting.

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A: Click the link below, and then click the "Download Chrome" button:
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Patient Instructions

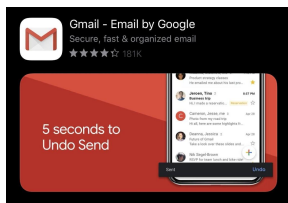
Google Meet Setup

Smartphone/Tablet Instructions

To set up Google Meet for video calls:

- **You'll need a Gmail email account** if you don't have one. This is how you will sign in to your Meet video call app.
- **You'll also need to download the Meet app.**

Let's get started!



1. **If you do not have a Gmail email address, please download the Gmail app** by opening the Apple App Store for iPhones and iPads, or Google Play for Android devices, and searching for "Gmail."

2. Open the Gmail app and follow the instructions to create an email account. **Be sure to write down your email address and password.**

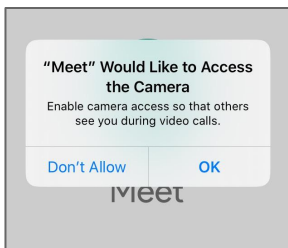
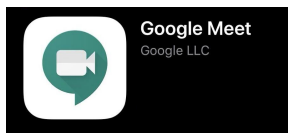
3. **Next, download the Google Meet app** by opening the Apple App Store or Google Play, and searching for "Google Meet."

4. **Open the Meet app** and tap "OK" when it asks to access your camera and microphone. If needed, use your Gmail email information to sign in.

You're now ready for your call with your respiratory therapist.

1. When your respiratory therapist calls, they will ask you to open the Meet app and join the call listed on your home screen.

See page 3 for an overview of how to use your controls in Google Meet.



F.A.Q.

Q: How do I find the Apple App Store or Google Play on my device?

A: For iPhones and iPads, look for this icon on your screen:



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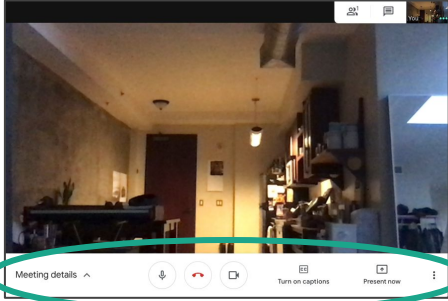
Q: Do I have to add a phone number when I create my Gmail account?

A: No, this is optional. However, adding a phone number can help verify your identity, and also help you sign in if you forget your email address or password.

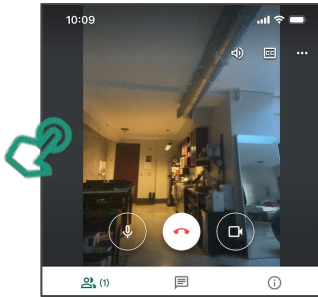
Patient Instructions

Google Meet Setup

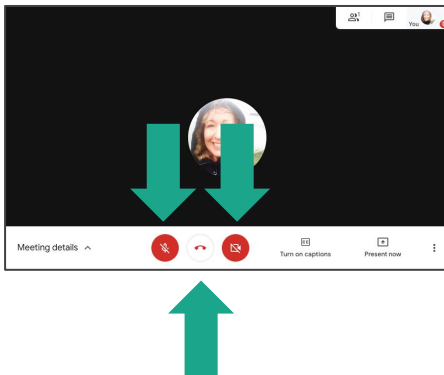
Using Meet Controls



For both computer/laptop and smartphone/tablet, your controls are at the bottom of the screen.

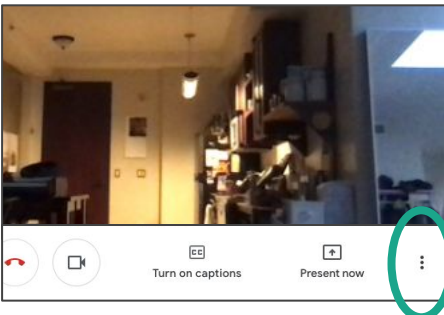


Your controls automatically hide while you're chatting. To make them appear, click/tap the screen anywhere.



The microphone icon turns your microphone off and on, and the camera icon turns your camera off and on.

The phone icon ends the call.



If you would like to change the screen layout, click/tap the three dots on the right side of your screen.

For computer and laptop they are at the bottom of the screen, and for smartphone and tablet they are at the top.

F.A.Q.

Q: How do I select a different microphone or speaker for my Meet calls?

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