

# Dr. Hamish Hwang Inc.

General Surgery, GI Endoscopy & Esophageal Physiology

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## Instructions for using Medeo Video Conferencing

To use Medeo you must have a computer, iphone, ipad with a camera or a separate web camera

Please follow the steps below:

- 1) Our office will send you a Medeo Invitation to the email of your choice stating the date and time of your video conference with Dr. Hwang.
- 2) When you receive the email, please accept the invitation and click on the box that states "**Create your new Medeo Account**".

### **\*\*IMPORTANT\*\***

***If you are not using Google Chrome as your default browser you will be prompted to download Google Chrome. Medeo video conferencing will only work with Google Chrome and it must be your default browser. Please download Google Chrome if you are prompted to do so.***

- 3) Please create your Medeo Account by:
  - Filling in the patient questionnaire
  - Clicking the Terms of Service and Privacy box
  - Clicking the create my Account box

Once your account has been created you will be able to see the date and time of your appointment with Dr. Hwang.

- 4) On the day of your appointment please log in to your Medeo account (**remember Google Chrome must be the default browser**) 15 minutes prior to the stated time to ensure your web cam and microphone are working.
- 5) Please accept the appointment
- 6) At the "**Tell us about your Visit**" screen simply type "visit" or "follow-up" and click on the Start Your Visit box
- 7) At the "**Symptoms**" screen you can simply hit "start" or type a note to Dr. Hwang or attach a photo or document.
- 8) Your visit is now underway

Thank you