



**Naval Medical Center San Diego**  
**Department of Anesthesiology**  
**Pain Medicine Center**  
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## Pain Medicine Patient Welcome and Instructions

Dear Sir or Madam,

Welcome to the Naval Medical Center San Diego (NMCS D) Pain Medicine Clinic. We are a multi-disciplinary Pain Center that values you and your health. We are looking forward to the opportunity to provide you with high quality care!

To learn more about the team, visit our [website](#) or search “[NMCS D pain clinic](#)” using your favorite search engine, we are the first returned result. The clinic’s website contains great information for you and your family. It is our hope you will find the information useful.

The Pain Medicine center uses a program called [PASTOR](#) to track your pain level over time. We ask that you complete the survey if you were instructed to complete it, as it is an important tool in your overall care and health goals.

### **Types of Appointments offered**

We offer [in-person](#) and [virtual](#) (telemedicine) appointment to meet your needs.

**[What is telemedicine?](#)** Telemedicine is a live, interactive audio and video appointment with your provider. It is conducted over dedicated lines that are private and secure.

For your telemedicine Pain Medicine appointment, your physician reviews your medical history with you over a secure video and audio link. A copy of the questions typically asked by the physician is on [our website](#). We recommend you review it before your appointment.

**[Possible Risks:](#)** As with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include:

In rare cases, information transmitted may not sufficient (i.e. poor resolution of images) to allow for appropriate medical decision making by the provider.

In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.

Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment. Be assured however we are working hard to ensure the platform we will be using was tested and we believe offers the best option at this time. To help us provide you with the best possible care we humbly request your partnership in your care.

Here is a quick checklist to make sure you are prepared for your telehealth visit:

- ✓ **Make sure you have downloaded the Google Duo app (compatible with Android and Apple) on the phone number which was provided to the clinic. See Instructions below for step by step instructions on downloading the Google Duo application for your device or use the link provided.**
  - Android**  
<https://support.google.com/duo/answer/6386089?co=GENIE.Platform%3DAndroid&hl=en&oco=0#>
  - iPhone and iPad**  
<https://support.google.com/duo/answer/6386089?co=GENIE.Platform%3DiOS&hl=en&oco=0>
- ✓ **Be ready ten minutes before your appointment, and find a quiet, private space**
- ✓ **Close other apps which may make your device run slowly**
- ✓ **Get tech ready by testing your camera, microphone, making sure the volume is on, making sure your battery is full power**
- ✓ **Indicate who is in the room with you and ensure the provider can see that person on camera**
- ✓ **The provider may ask to see areas of your body to do an exam. It is important to wear comfortable clothing if possible.**
- ✓ **Ensure good lighting by having lights in front of you and minimizing lights behind you.**

You may call the clinic at **619-532-8937** if you need to reschedule your appointment for any reason or if you would like a face to face appointment instead telehealth. If you [email](#) us, responses are normally provided within 48 hours, during normal business hours (Monday- Friday 0700-1530).

For patients scheduled to see us in person, we are looking forward to seeing you. We are located in building 1 on the 4<sup>th</sup> floor in 4 North. We ask that you arrive for your appointment with enough time to check in at your scheduled appointment time. If possible, please visit our website and complete the new patient forms, submit online, print a copy, and bring them with you to your appointment. If you are not able to print the forms, they can be completed upon arrival.

Again, thank you so much for trusting us with your care. We look forward to seeing you soon and been a partner in your road to health.

My team is ready to provide the care you have earned with your service to our country.

Sincerely Yours,

CDR Scott Wallace  
Department Head  
Department of Anesthesiology and Pain Medicine

**YOUR HEALTH IS OUR MISSION!**

## Google Duo Instructions

### iPhones and iPads

#### Step 1: Install Duo

Duo is available on iPhones and iPads. When you sign up, you'll get a verification code on your phone.

#### Step 2: Verify your phone number

You can skip phone number verification. If you skip this step, you have to connect to your Google Account.

1. On your iOS device, enter your phone number and make sure it's correct.
  2. Tap Agree.
  3. Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)
  4. Enter the code that you received in the text message.
- If you don't receive a text message, tap Resend SMS.
  - If you have a cell connection and aren't getting the SMS, request a call by tapping Call me.
  - If you continue having problems verifying your phone number, visit the verification troubleshooting article.

#### Step 3: Connect your Google Account

To connect your Google Account, tap Agree.

If you already use Duo on another device with your Google Account, sign in with the same account to finish setup.

After you connect Duo to your Google Account:

You can use Duo across different devices.

People with your phone number or Google Account info, like your Gmail address, can see that you use Duo and call you using the app.

You can add or remove your Google Account from Duo at any time.

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## Android Devices

### Step 1: Install Duo

Duo is available on Android phones and tablets. When you sign up, you'll get a verification code on your phone.

### Step 2: Verify your phone number

You can skip phone number verification. If you skip this step, you have to connect to your Google Account.

1. On your Android device, enter your phone number and make sure it's correct.
  2. Tap Agree.
  3. Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)
  4. Enter the code that you received in the text message.
- If you don't receive a text message, tap Resend SMS.
  - If you have a cell connection and aren't getting the SMS, request a call by tapping Call me.
  - If you continue having problems verifying your phone number, visit the verification troubleshooting article.

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