

# DO VIRTUALLY ANYTHING FOR YOUR HEALTH

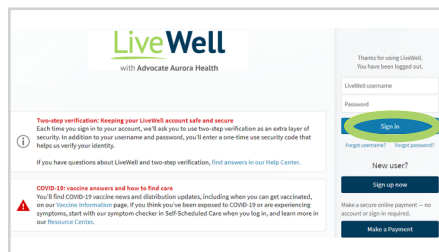
LiveWell

## How to start a video visit on your computer

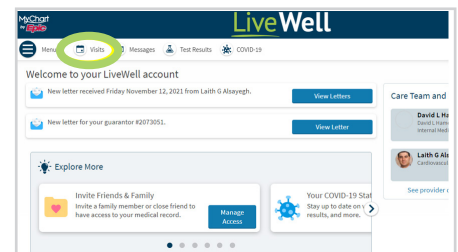
A video visit is a secure and convenient option to receive care from your primary care provider, specialist or care team.

Before beginning a video visit, you'll need the Zoom video conferencing app. To download, type [zoom.us/test](https://zoom.us/test) into your browser and follow the prompts.

### 1 Sign in to LiveWell

The image shows the LiveWell login page. It features the LiveWell logo at the top. Below the logo, there are fields for 'LiveWell username' and 'Password'. A 'Sign In' button is highlighted with a green circle. There are also links for 'Forgot your password?' and 'New User?'. A 'Make a Payment' button is visible at the bottom right.

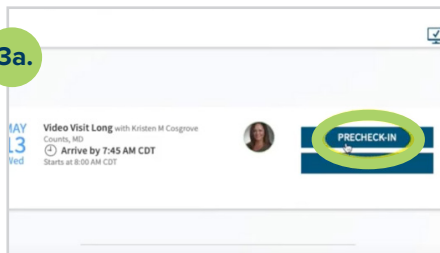
### 2 Click **Visits**, then **Appointments and Visits**.

The image shows the LiveWell dashboard. The 'Visits' tab is highlighted with a green circle. Below the dashboard, there are sections for 'Welcome to your LiveWell account', 'Explore More', and 'Your COVID-19 Status'.

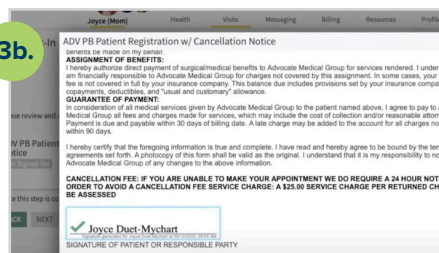
### 3 Check yourself in:

- Find your upcoming video visit appointment and click **PreCheck-in**.
- Complete the short questionnaire, review and electronically sign any documents and update or confirm the information we have on file for you.

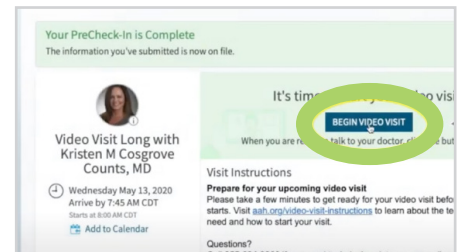
#### 3a.

The image shows a 'Video Visit Long with Kristen M Cosgrove' appointment card. It includes the date 'May 13 Wed' and the time 'Arrive by 7:45 AM CDT'. A 'PRECHECK-IN' button is highlighted with a green circle.

#### 3b.

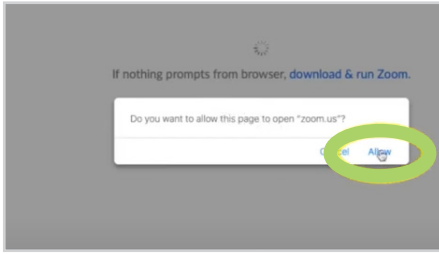
The image shows a 'Patient Registration w/ Cancellation Notice' form. It includes a section for 'ASSIGNMENT OF BENEFITS' and a 'GUARANTEE OF PAYMENT' section. A 'SIGNATURE OF PATIENT OR RESPONSIBLE PARTY' line is at the bottom.

### 4 Click **Begin Video Visit**.

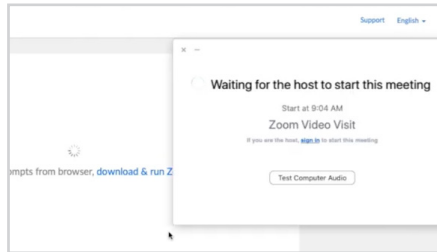
The image shows a 'Your PreCheck-In is Complete' confirmation page. It includes a 'BEGIN VIDEO VISIT' button highlighted with a green circle. There are also sections for 'Visit Instructions' and 'Questions?'.

continued

**5** Click **Allow** to open Zoom.



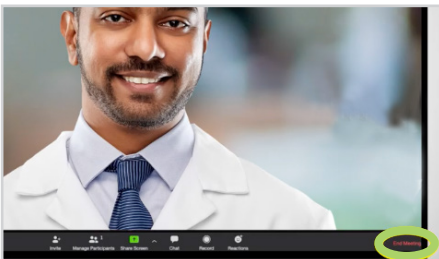
**6** Your video visit will begin as soon as the provider joins. Keep your video session open until you see your provider.



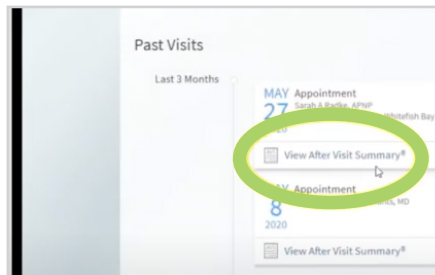
**7** During the visit, your provider may review your health history, medications, vitals and symptoms, and offer a diagnosis and treatment plan.



**8** When done, click **End Meeting.**



**9** Find a summary of your visit, lab orders and other follow-up information in your LiveWell account.



**Have more questions?** • See the FAQ at [aah.org/videovisitsfaq](https://aah.org/videovisitsfaq)

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**Watch videos with all the instructions you need to get set up for a video visit:**

- **For a Quick Care Video Visit:** [aah.org/QuickCareInstructions](https://aah.org/QuickCareInstructions)
- **For a video visit with your primary care provider, specialist or care team:** [aah.org/VideoVisitInstructions](https://aah.org/VideoVisitInstructions)



**Use your phone to scan the QR code to download our LiveWell app**



LiveWell Support Team: 855-624-9366

