AcademicLiveCare | User Guide

Baylor Telehealth by AcademicLiveCare

Getting Started

Visit the Baylor Telehealth Care Hub at baylor.academiclivecare.com. Your Home Page will reflect all services available to you. Select the care applicable to your needs.

> Welcome to your Care Hub_

To speak with a counselor immediately or schedule an online or in-person appointment, hover over the image and click 'Start a Call'.

Dial one of the three phone numbers listed based on your current location to connect with a professional.

Support when you need it_ Get Connected with a Professional For students within the US: (833) 969-3998 Immediate help or scheduled appointments with over-the-phone mental health care For students outside the US: START A CALL +44 20 8987-6588

For Medical, Nutrition, and Psychiatry care, hover over the appropriate image and click the cooresponding action button to proceed.

On-demand medical care

Learn about nutrition



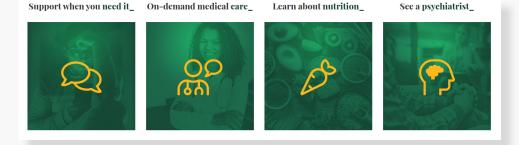
Support when you need it ____ On-demand medical care__





See a psychiatrist_

Note: You will be redirected to the AcademicLiveCare portal.



Learn about nutrition_

How to Sign Up

	AcademicLiveCare		
	Sign Up		
	First Name*	Last Name*	
A factor pacior way	School Email*		
A faster, easier way to see a doctor	Confirm School Email		
	Password*		
AcademicLiveCare makes it easy to talk to a doctor. Simply select a physician and connect. Our physicians are U.S. trained and board certified.	I agree to the following	Terms of Use*	
Please use your school email address when creating an account.	Sign	Up	
creating an account.	l already have an	account, Log In	

Sign Up for AcademicLiveCare using your school email address or Log In if you already have an account.

The service key unlocks all AcademicLiveCare services available to you. When a service key is not entered, an error message will appear after your sign-up is complete. If you see this message, click Add a Service Key and enter **ALCBAYLU**.

AcademicLiveCare

Day

Continue

Complete your profile.

•

Year

▼

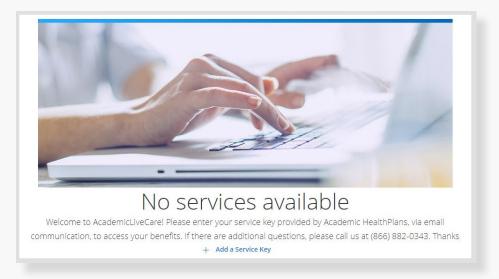
Complete Profile

Date of Birth

Month

Gender

Current Location (State)*



	AcademicLiveCare
	Service Key If you received a key from your employer or another group, enter it here. <u>More info</u>
	Service Key
	Continue
3	When prompted to enter a Service Key, enter ALCBAYLU and press 'Continue'.
	AcademicLiveCare
(Congratulations!
	Your account has been created.
	ок
	ок

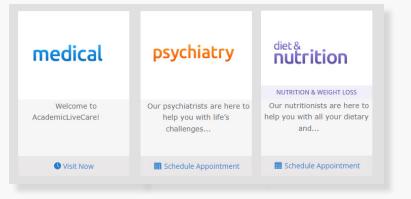
How to Get Care

Your Home Page will reflect all services available to you. Select the care applicable to your needs.



For Medical/Urgent Care, click 'Get Started' to see the first available provider or find a specific provider by using the search and filter tools.

See the first available provid The quickest way to start your visit.	ler
Get Started	
Find a Specific Provider	
Filters Gender V Language V Specialty V	Search by Name Q





Provide details about your visit and acknowledge that you have read the Notice of Privacy Practies and agree to the Terms of Use.

<u> Y</u> our Visit	
What would you like to discuss	today? (select all that apply)
Cold	Nutrition
Earache	Sleep Issues
Fever	Stomachache
Headache	
Other Symptom or Concern	

On the payment screen, enter Coupon Code **ALCBAYLU** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.

Your Cost:	\$0.00			Apply
Coupon applied.				
Price includes only result of your visit is	the cost of your visit. The cost o s not included.	f any medications o	r treatments prescr	ibed as a
	Cancel	Start Visit		

How to Set Up an Appointment

For all other care, schedule a virtual visit by selecting your preferred date to see a list of available providers and appointment times. Or, find a specific provider by using the search and filter tools.

Schedule an Appointment				🛗 Appointment Details
Choose by Date	•	Our psychiatrists are here to help you with life's challenges	diet & nutrition	Psychiatrist 8:00 AM CDT
L Choose by Provider	•		NUTRITION & WEIGHT LOSS	Friday, September 24, 2021
Find a Specific Provider			Our nutritionists are here to help you with all your dietary and	E ,
Filters Gender V Language V Specialty V	Search by Name			Cancel Schedule Appointment

psychiatry

At the time of your appointment, right before you are connected to the provider, you will be asked to provide details about your visit.

Enter Coupon Code **ALCBAYLU** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.

Your Cost: \$0.00 Coupon applied. Price includes only the cos result of your visit is not in		any medications or tr	Apply reatments prescribed as a	
	Cancel	Start Visit		

Review your appointment details and click

Schedule Appointment to confirm your visit.

Now, it's time for your appointment!

- Your provider will thoroughly review your intake form before starting your visit.
- While you wait, a brief overview will play, easing you into the care environment, making you feel right at home with telehealth.
- Your provider will take progress notes during your visit and wrap up your visit details once your visit has ended.
- A visit summary will be sent to you via a secure message, accessible any time via the secure inbox, located right on your dashboard.