AcademicLiveCare | User Guide
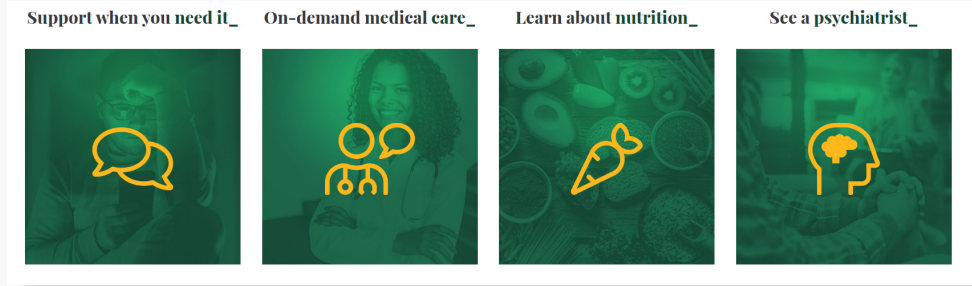## Baylor Telehealth by AcademicLiveCare

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SERVICE KEY
ALCBAYLU

COUPON CODE
ALCBAYLU23

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_

Support when you need it_   On-demand medical care_   Learn about nutrition_   See a psychiatrist_

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_

Immediate help or scheduled appointments with over-the-phone mental health care
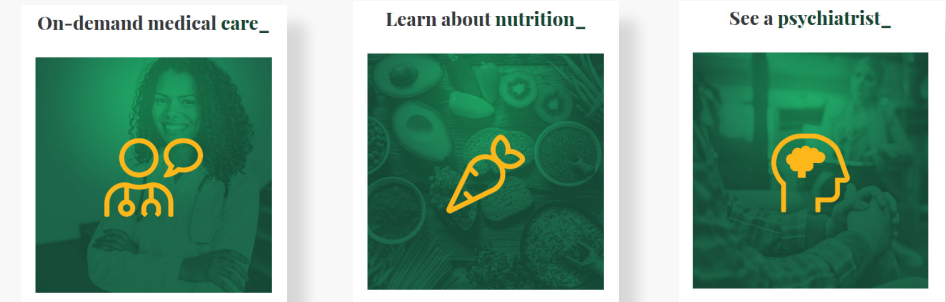
START A CALL

Get Connected with a Professional

For students within the US:
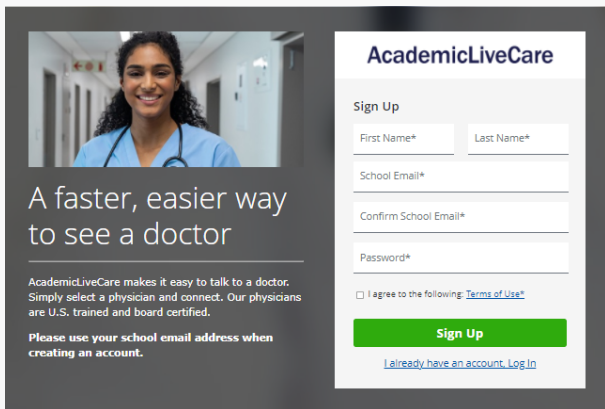
(833) 969-3998

For students outside the US:

+44 20 8987-6588

For Medical, Nutrition, and Psychiatry care, hover over the appropriate image and click the cooresponding action button to proceed.
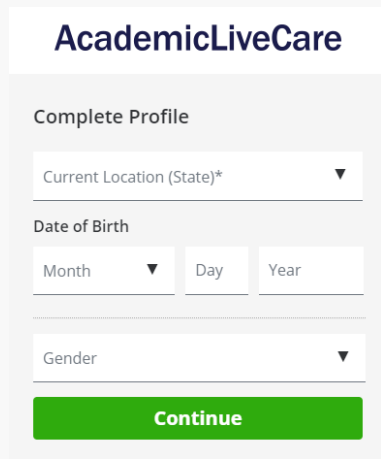
On-demand medical care_   Learn about nutrition_   See a psychiatrist_

Note: You will be redirected to the AcademicLiveCare portal.
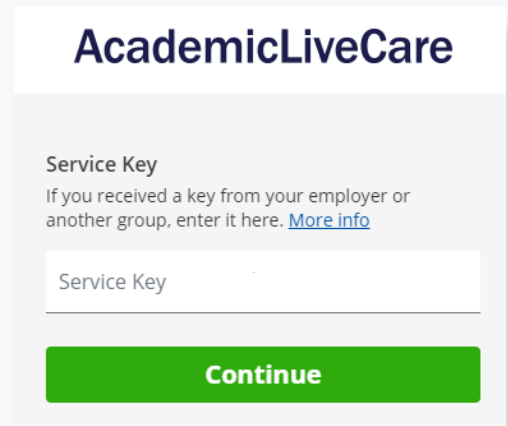
1 Sign Up for AcademicLiveCare using your school email address or Log In if you already have an account.
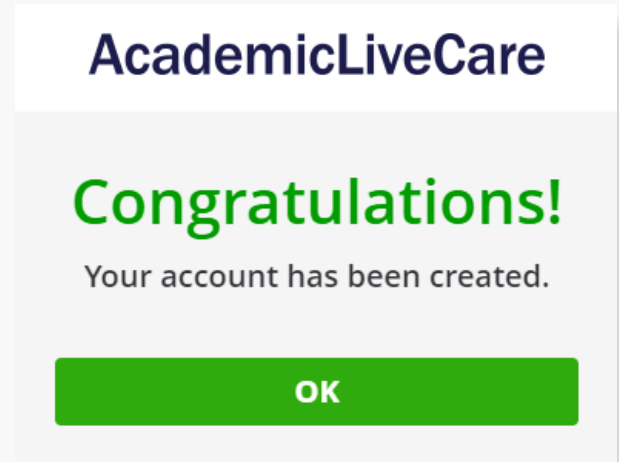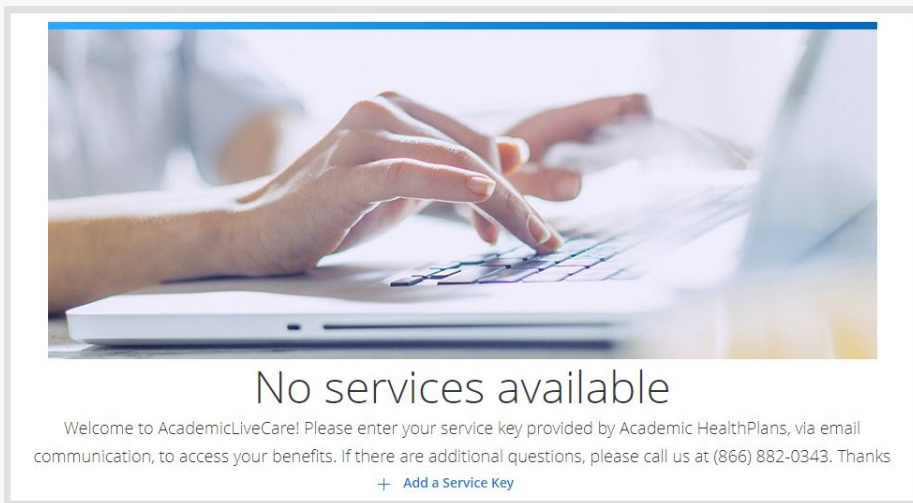

2 Complete your profile.

**3** When prompted to enter a Service Key, enter **ALCBAYLU** and press 'Continue'.

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 **ALCBAYLU23**.

No services available

Welcome to AcademicLiveCare! Please enter your service key provided by Academic HealthPlans, via email communication, to access your benefits. If there are additional questions, please call us at (866) 882-0343. Thanks

+ Add a Service Key

Congratulations!

Your account has been created.

OK
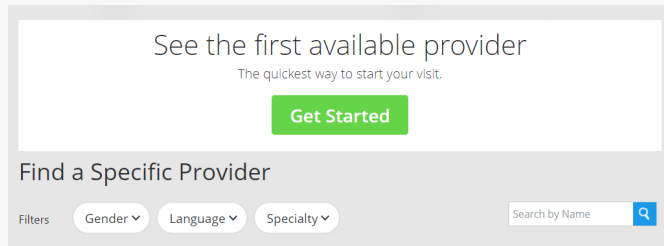
4 Now that your account has been created, you're ready to Get Care!

How to Get Care

Your Home Page will reflect all services available to you.
Select the care applicable to your needs.
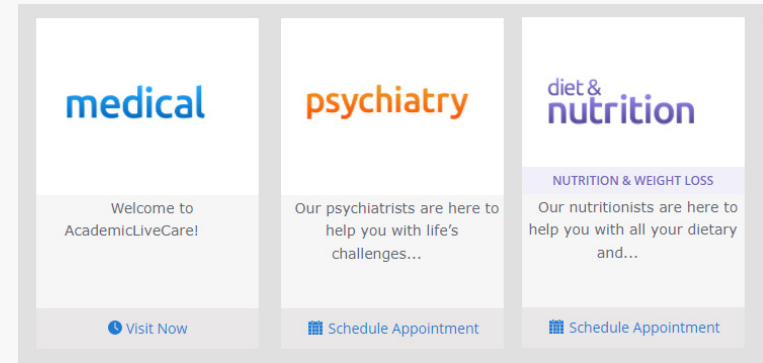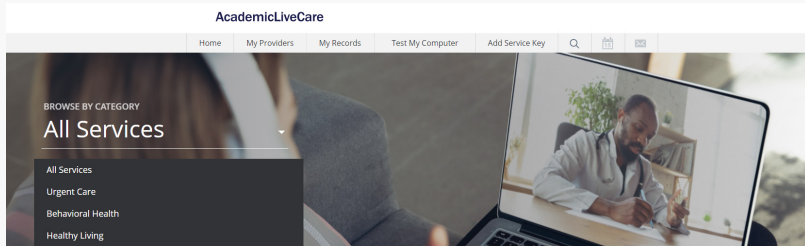
For Medical/Urgent Care, click 'Get Started' to see the first available provider or find a specific provider by using the search and filter tools.

Provide details about your visit and acknowledge that you have read the Notice of Privacy Practies and agree to the Terms of Use.
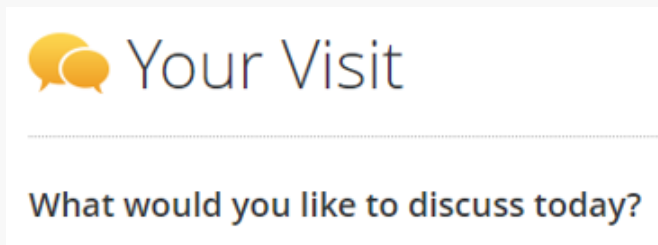
On the payment screen, enter Coupon Code **ALCBAYLU23** and click 'Apply' to make the cost of your visit free. Click 'Start Visit' to be connected to the provider.
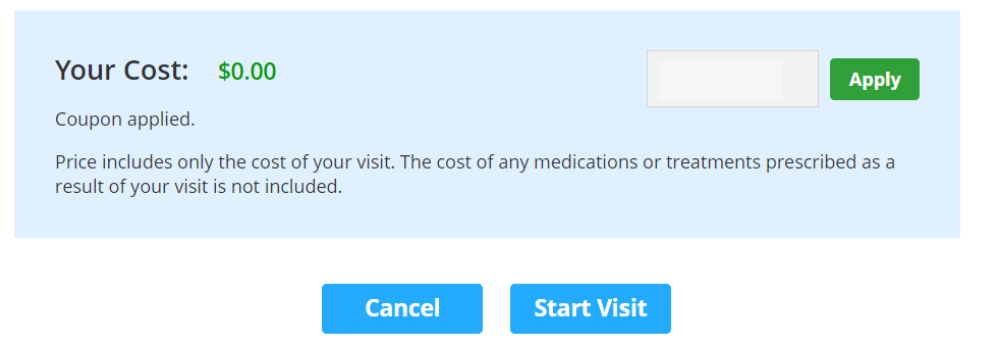
How to Set Up an Appointment

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

📅 Choose by Date ▾

👤 Choose by Provider ▾

Find a Specific Provider

Filters Gender ▾ Language ▾ Specialty ▾   Search by Name 🔍

psychiatry

Our psychiatrists are here to help you with life's challenges...

diet & nutrition

NUTRITION & WEIGHT LOSS

Our nutritionists are here to help you with all your dietary and...

Review your appointment details and click Schedule Appointment to confirm your visit.

📅 **Appointment Details**

Psychiatrist
8:00 AM CDT
Friday, September 24, 2021

Cancel   Schedule Appointment

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 **ALCBAYLU23** 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 the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Cancel   Start 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.

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