

DO VIRTUALLY ANYTHING FOR YOUR HEALTH

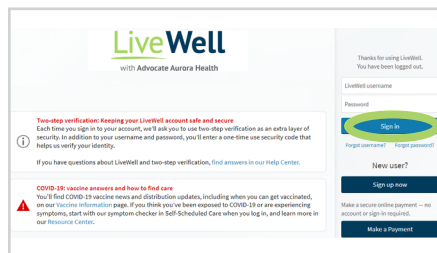
LiveWell

How to start a video visit on your computer

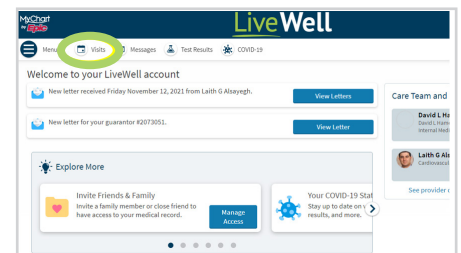
A video visit is a secure and convenient option to receive care from your primary care provider, specialist or care team.

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

1 Sign in to LiveWell

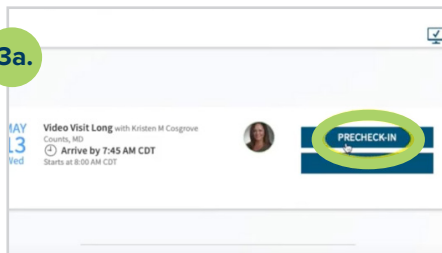


2 Click Visits, then Appointments and Visits.

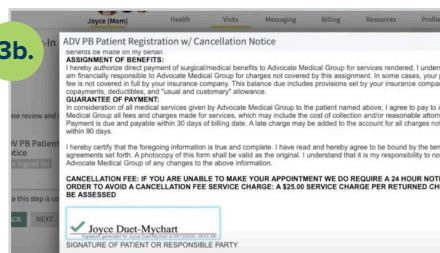


- ### 3 Check yourself in:
- a. Find your upcoming video visit appointment and click **PreCheck-in**.
 - b. Complete the short questionnaire, review and electronically sign any documents and update or confirm the information we have on file for you.

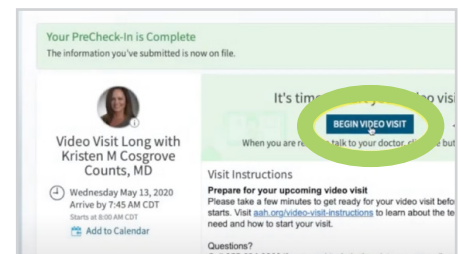
3a.



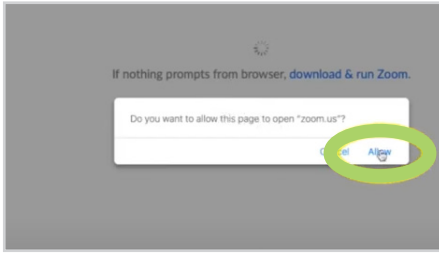
3b.



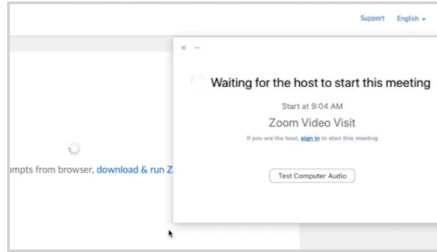
4 Click Begin Video Visit.



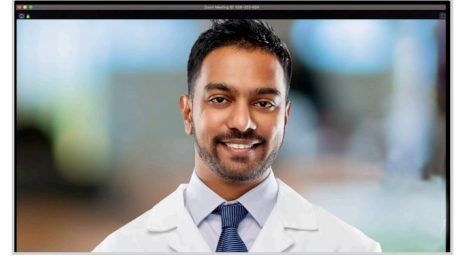
5 Click **Allow** to open Zoom.



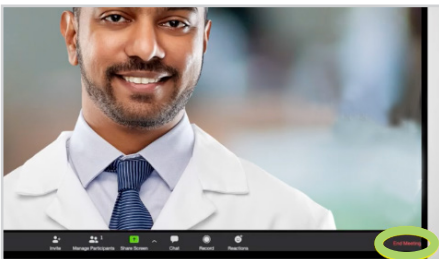
6 Your video visit will begin as soon as the provider joins. Keep your video session open until you see your provider.



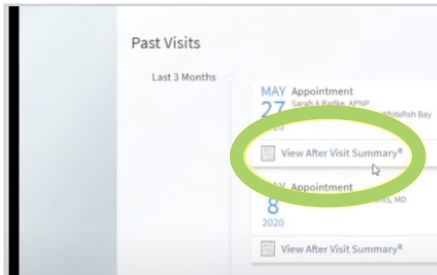
7 During the visit, your provider may review your health history, medications, vitals and symptoms, and offer a diagnosis and treatment plan.



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

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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
- For a video visit with your **primary care provider, specialist or care team**: aah.org/VideoVisitInstructions



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



LiveWell Support Team: 855-624-9366

