

Helping you get online care

LiveHealth Online User Guide

The convenience of an old-fashioned house call with the speed of modern technology.

LiveHealth Online offers a great new way to see a doctor without having to go to the doctor. You can simply use a computer and visit a doctor via two-way video conferencing, along with instant messaging or a phone, if needed. Here's a quick guide to show you how it works.

Getting started is easy

Your health plan covers part of the cost to see a doctor online. Just enroll for free at LiveHealthOnline.com, set up a personal account and choose a doctor to determine your cost. Or you can pay the full cost to see a doctor without enrolling. That means you won't be able to use your health plan benefits that cover part of the cost to see a doctor.

Set up an account.

This lets you to fill out a health summary that the doctor can review each time you request a visit. This health summary is confidentially stored in your account and is available for future visits. All you have to do is:

1. Go to LiveHealthOnline.com and click the "Enroll First" link. Only enrolled users will have the option to select from a list of insurance plans that may cover the cost of an online visit.
2. Answer a brief set of questions to create your profile. Choose a secure password so you can get to LiveHealth Online from any computer at any time.
3. Log in by clicking the "Sign In" link on the top right corner of the main page. From there, your home page will show you all of your options.

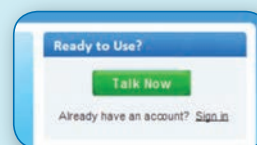
Already have an account? [Sign In](#)
Have insurance? [Enroll First](#)
Are you a doctor?



Use it right now.

If you're ready to use LiveHealth Online right now:

1. Click the green "Talk Now" button and connect to a doctor without setting up an account. That means you'll pay the full cost to see a doctor, and you won't be able to use your health plan benefits that cover part of this cost.
2. Answer a few questions before you see the doctor.
3. You'll have an opportunity to enroll and save this information for future use once your conversation is complete.



- Enroll for free.
- Find a doctor.
- Set up payment information.
- Keep a record of your health information.
- Keep track of upcoming appointments and more.

Filling out your health information

It's important for doctors who use LiveHealth Online to have your health information so they can give you the best care possible. LiveHealth Online makes it easy for you to provide things like weight, heart rate, or blood glucose (if you have it) by completing the online questionnaire. Just click on the "My Health" tab and enter your information.

Note: You can also select whether you want this information to be available to the doctors you see online.



Choosing a doctor and getting care online

Choose the kind of doctor you want, like a family physician or a pediatrician. You can search by provider name, specialty, practice name or symptom.



Below the doctor's picture and info, you'll find a green button that says "Connect" if they're available. If they're busy or not online at the moment, you'll be given the option to enter their "Waiting Room," send them a secure message or view their availability for scheduling a future appointment. You can keep track of your future appointments by going to the "My Health" tab and scrolling down to "My Upcoming Appointments." Here you will see a list of your upcoming appointments.

With a click, you can see each doctor's information – who they are, their qualifications and experience, and the cost to speak with them.



Before your session begins, you'll be asked to answer some questions and make sure your payment information is up-to-date.

The screenshot shows the 'Before You Begin' registration page on the LiveHealth ONLINE website. The page is divided into several sections:

- About This Conversation:** Features a profile for 'John Alan INTERNIST' with a 5-star rating and 50 ratings. It includes a 'Choose a Pharmacy' button and a note: 'To receive prescriptions from this conversation, you must choose a pharmacy.' Below this are four text input fields for: 'What would you like to discuss today?', 'Please describe your present concern.', 'Is this the first or a repeat occurrence?', and 'Have you had any previous discussions with a physician about this concern?'.
- Personal Information:** Contains fields for 'First Name', 'Last Name', 'Date of Birth' (with month, day, and year dropdowns), 'Gender' (Female/Male radio buttons), 'E-mail', and 'Re-enter E-mail'.
- Payment:** Shows a summary table:

Online Conversation Fee:	\$45.00
Your Cost:	\$45.00

Below the table is a 'Have a coupon? Enter Coupon Code' field. Further down are sections for 'Credit Card Information' (Name on Card, Credit Card type, Credit Card Number, Expires, Security Code) and 'Billing Address' (Address 1, Address 2, City/State/Zip, State dropdown).
- Video Options:** Features two radio buttons: 'Enhanced Video' (selected) and 'Standard Video'.
- Release Statements:** Includes two checkboxes: 'I certify that I have read and accept these Terms of Use from American Well (Required)' and 'I have read and accept this Certificate of my Current Location (Required)'. Below these is a CAPTCHA area with the text 'For added security, please type the characters shown in the image below, exactly as they appear.' and a box containing the characters 'y7ywn'.

On this page, you'll learn a little bit more about the doctor you'll be chatting with. You can also fill out your personal information, pay for your session and select the quality of the video feed.

Once you read and agree to the terms of use at the bottom of the screen, you are ready to see a doctor!

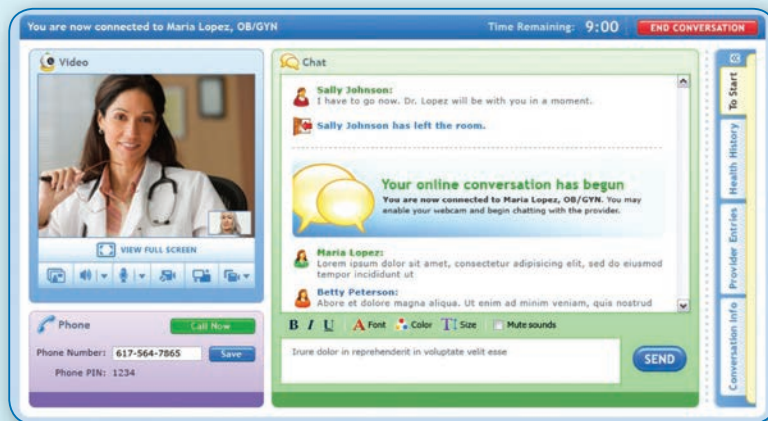
The doctor will see you now.

Your session with your doctor is private, secure and confidential. There are a couple of ways you can talk to your doctor:

Videoconference – Click on the “Enable Camera” button. This will activate your video and audio so the doctor can see and hear you. You’ll be able to see the doctor in the larger area of the video window.

Chat – Type in the lower area of the chat window and press the “Enter” key on your keyboard, or click the “Send” button. You’ll see your message appear in the upper area of the chat window. The doctor’s responses will appear here as well.

When there is about one minute left in your session, both you and the doctor will get a notice.



This screen gives you other options — such as seeing the doctor’s notes, diagnoses and follow-up suggestions.

Prescribing medicine.

If the doctor you are talking to thinks you need medication, and you’ve selected a preferred pharmacy, your doctor may choose to prescribe medications during your session. If so, you’ll see a notice in the chat window, and the prescription will appear in the “Provider Entries” tab.

During your appointment, you can see the notes your doctor is making.

Click on the "Provider Entries" tab while you're in your session and you'll see what your doctor is noting, including diagnoses, instructions and follow-up items.

Provider Entries

Provider Notes
Please follow the instructions...

Prescriptions
Description
Ibuprofen 400 mg Tab
2 tablets 3 times a day until directed to stop. Substitutions allowed. Quantity to dispense: 100 Tablet. Refills: 0

Diagnoses & Procedures

Code	Description
3083	ACUTE STRESS REACT NEC

Follow-Up Suggestions

- Conversation with Health Coach
- Assessment: Peptic Ulcer
- Tracker: Blood Pressure
- Article: Stress Management

Additional Items

- Referral to Otto Matic (PDF)
- Sick Slip (PDF)

Wrapping up your session.

After your visit ends, all of this will be captured in a conversation summary report so you can look at it whenever you need to. If you've enrolled, this will be available in "My History" under the "My Health" menu.

If you haven't enrolled, you may choose to email a conversation summary to yourself.

You can print or email copies of your conversation report – so even doctors who aren't on LiveHealth Online can have a record. And if you see another doctor on LiveHealth Online, these reports can give them a better understanding of your history.

You may be asked to rate your visit with the doctor and with LiveHealth Online at the end of your conversation, measured on a scale of 1-5 stars. Your rating for the provider, combined with the ratings of other patients, is used to generate the provider's average overall satisfaction rating, shown in the provider's profile. These satisfaction ratings do not reflect any professional evaluation or quality metrics, and should not be read as a statement on the quality of care provided by the provider.

We've done our best to make LiveHealth Online as easy-to-use and helpful as possible.

There are many features and tools that we haven't talked about in this guide that could make your experience with LiveHealth Online even better. For more information about getting care online, take a tour and review the frequently asked questions. We hope you find that having the ability to get care online is a helpful addition to your care options.

LiveHealth
O N L I N E