

Frequently Asked Questions

What if I need to cancel or change my virtual appointment?

You can cancel your appointment on the app up to 48 hours in advance. If you need to cancel nearer to the appointment, please phone the number shown on your appointment text.

Is my information safe?

Yes— your consultation is not recorded or stored on the app. The only information held by the app is your name and mobile number or email address, and these are erased when you no longer have an appointment. The answers to your questionnaires are automatically erased after two weeks. This ensures that the clinician/therapist can record your responses in your health record.

Can I change the notification settings?

Yes— click on settings on the home page, and once you are logged in, you will have the option to tap “Notification Settings”.

Do I have to have a virtual consultation?

No— this is an alternative offer for you. If you do not wish to have your consultation in this way, you can still have a face-to-face appointment at one of our clinics, subject to latest COVID-19 restrictions

What if I don't have a smartphone?

You can access Livewell Connect on a laptop with a camera/ microphone. Copy and paste the link in your text message into your browser (you must use Google Chrome or Firefox), and follow the same instructions in this leaflet.

What sort of signal do I need?

Ideally, you will be connect to a Wi-Fi signal, but if you cannot, a 4G or 5G signal will ensure that you have good sound/visual quality throughout.



Logging into Livewell Connect

We support people to lead independent, healthy lives

Welcome to Livewell Connect

This booklet provides step-by-step guidance on how to log into Livewell Connect for your virtual consultation.

Text Message Confirmation

When you agree to have a virtual consultation, you will receive a text message within a couple of minutes confirming the date and time of your appointment:

Downloading the App

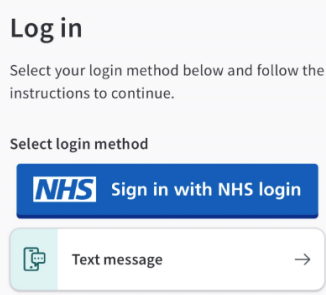
At the bottom of the text is a link. If you tap the link, it will take you to the App Store or Google Play. From here, you can download the free app. If you have already downloaded the app, click “Open”.

Hello! Welcome to your video consultation with Livewell Connect at Livewell
Wednesday, March 4, 2020
9:35 AM. Start our app and log in to connect. To download the app or connect to the consultation on a computer, visit: <https://gb.visibacare.com/livewell/connect>

Logging into the App

Log in

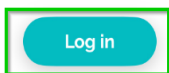
When logged in, you can book appointments and view personal information such as your cases or most recently visited practices.



When you first open the app, you will be asked to Log in. Once you tap this, you will be asked to log in with either your NHS log in or with text message.

You now need to put in your mobile number—**this must be the number of the phone that received the text message.**

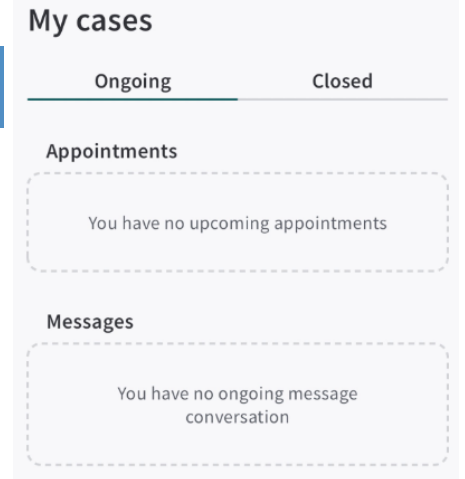
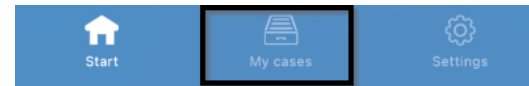
This will generate you a secure 5 digit code (a bit like an online banking code). Add this number to the screen when prompted, and then you will be logged in.



Not now

Viewing Appointment Details

To view your booked appointments, tap ‘My Cases’. You will see a list of all of your booked appointments.



Questionnaires

Sometimes, your clinician/therapist might need you to fill out a questionnaire prior to your appointment. If they do, you will be able to see this by tapping on the appointment. If there is a questionnaire that needs to be answered, tap “Unanswered Form” to take you to it.

The number in the circle indicates how many are required. The clinician/therapist will be able to see your answers prior to the appointment.

Connecting to your appointment

You can connect to your appointment from 15 minutes prior to the start by tapping the “Connect to Meeting” button. This button will turn green when you can do this, and will remain grey otherwise.

When the clinician/therapist is ready, your device will ring, and a ‘Start Appointment’ button will appear. Tap this to start, ensuring that you are in a place where you can have a private conversation.

If you forget to log in, you will get a push notification when you are called prompting you to do so provided you have downloaded the app and have previously logged into it.

