

# Baylor Telehealth by AcademicLiveCare

## Frequently Asked Questions

▶ **What types of services are available with Baylor Telehealth by AcademicLiveCare?**

Urgent care, therapy, psychiatry, and nutrition counseling are available with Baylor Telehealth by AcademicLiveCare.

▶ **How do I use AcademicLiveCare?**

View the user guide under additional resources for step-by-step instructions on creating an account and scheduling an appointment.

▶ **What is the difference between the service key and coupon code?**

**Service Key:**

When signing up for AcademicLiveCare, you will be prompted to enter a "service key." This key unlocks all the features and benefits available to you through the platform. The service key is **ALCBAYLU**.

**Coupon Code:**

The "coupon code" is a school-specific code that will remove the co-pay for visits - allowing you to see a provider free of charge.

▶ **Why would I see a doctor online?**

AcademicLiveCare helps you get back on your feet, no matter where you are or the time of day. You can see a doctor, therapist, or psychiatrist online for a range of issues, such as:

- minor illnesses and injuries,
- symptoms from a chronic condition,
- general health concerns,
- depression and anxiety,
- recent stress caused by events such as grief, divorce, childbirth/parenthood, menopause, or
- other major life changes.

Here are a few reasons people go online to see a doctor:

- They feel they should probably see a doctor but cannot really fit it into my over-booked schedule.
- It is difficult for them to get a doctor's appointment.
- They are not sure if they should go to the ER or not.
- The doctor's office is closed, and they do not want to go to an urgent care clinic or hospital.  
They just moved and do not know any doctors in their area.
- They need a second opinion on a diagnosis or treatment.
- They are concerned about seeing a doctor in-person due to the COVID-19 pandemic.
- They have a question about a loved-one's health and would like some advice.

▶ **What is the cost?**

AcademicLiveCare is covered at 100% for all Baylor University students. Before your visit, enter your on the payment screen to waive the visit co-pay. After entering the coupon code, the Amount Due will become \$0.

▶ **If my condition cannot be treated through AcademicLiveCare, can I still discuss it with a doctor?**

If it is not an emergency condition, yes. Doctors on AcademicLiveCare can provide medical advice, counsel you about your condition, and help you work through your treatment options.

▶ **Do I need to schedule an appointment?**

If you are making an appointment for Urgent Care for a physical health related concern:

AcademicLiveCare is designed for 24/7 on-demand care, so no appointment is necessary. After you register and log in to AcademicLiveCare, doctors who are available for a visit will appear on your screen. You can browse doctor profiles and select who you want to see by clicking on the green "Connect" button. If no one is available, you will be placed in a "waiting room" and notified by text message once a doctor is available.

If you are making an appointment for Psychiatry:

AcademicLiveCare psychiatrists are only available by appointment by calling 855-818-3627 or by using the self-schedule feature. Our team of psychiatrists is available during convenient times, often during nights and weekends, to help you cope with many life issues that may require professional attention.

Once you and your psychiatrist have established a relationship through the initial visit, your psychiatrist will schedule a follow up visit for you to continue treatment with them.

▶ **Do I need to create an account to see a doctor on AcademicLiveCare?**

Yes, you do need to create an account before you can speak to a doctor. The account creation process is simple and takes just a few moments. We recommend you set up your account now, so it is ready when you need it. Once your account is created, you can use the mobile app or website using the same username and password.

▶ **Is my online doctor visit private and secure?**

Yes, we feel it is of utmost importance to maintain patient privacy and keep information secure. AcademicLiveCare is designed to be a private, secure, HIPAA-compliant tool that allows you to consult with a doctor safely and confidentially online.

▶ **What is AcademicLiveCare NOT for?**

AcademicLiveCare is NOT for people suffering from serious or life-threatening conditions, such as:

- Chest pain
- Neurological symptoms, suggesting a stroke
- Difficulty breathing
- Dizziness or loss of consciousness
- Sudden bleeding
- Choking or gagging
- Severe Hypertension or Hemorrhoids
- Head injury
- Possible broken bones
- Cancer
- Patients who want to hurt themselves (suicidal)
- Patients who want to hurt others (homicidal)
- Schizophrenia or hallucinations

If you have any of the above symptoms or any other serious medical concerns, please call 911 or proceed to the nearest emergency department.

▶ **Who are the doctors?**

The doctors on AcademicLiveCare are part of the Amwell Medical Group, a primary care practice with a national network of board-certified doctors who have on average 15 years of experience.

Doctors are both single- and multi-state licensed and credentialed to work in your state of residence; 24 hours a day, 365 days a year. Each of our doctors goes through a rigorous selection process to become a part of the network.

▶ **Can a doctor on AcademicLiveCare be my regular provider?**

Unfortunately, no. Doctors on AcademicLiveCare are there to support your care between office visits, such as when you are traveling or when you have a non-emergency or low acuity health condition.

▶ **Can I see a doctor online if I am traveling or in another state?**

Yes, just make sure to select the state you are in under My Location, and you will only see doctors licensed to treat you in that state. When using the app, you can choose to update your current state based on mobile geolocation, making it faster to find a doctor, whether you are home or on-the-go. Doctor visits via telehealth are permitted in every state nationwide.

▶ **I do not have a smartphone or computer, is there another way to talk with a doctor?**

Yes, by dialing 866-882-0343 you can connect with agents who can assist you.

▶ **Can I see a doctor from outside of the United States?**

Therapy services are available from outside of the United States.

While we hope to soon be able to offer Urgent Care and Psychiatry internationally, we currently only operate in the United States.

▶ **Can a doctor on AcademicLiveCare prescribe medication?**

Yes, you can get a prescription online. There is support for this nationwide; however, there are several exceptions. While on the line with the provider, ask the provider for more details.

▶ **Can a doctor on AcademicLiveCare order a prescription refill?**

Doctors on AcademicLiveCare will discuss your health history and assess whether a refill is safe at this time or whether it would be necessary to see your primary care physician in person. The decision to provide a refill and the quantity is at the sole discretion of the doctor. Be sure to share any information you have about your health history and condition that may help facilitate your refill, such as recent lab tests or blood pressure readings.

▶ **Can a doctor on AcademicLiveCare order lab tests for me?**

Doctors on AcademicLiveCare are unable to order lab tests. Due to the nature of telehealth, it is difficult to follow up, obtain the results, and interpret these tests. Our providers may suggest following up with your in-person provider and obtaining a test, however they are unable to order a test on your behalf.

▶ **Will my primary care provider (PCP) or the Student Health Center be notified about my AcademicLiveCare visit?**

You may choose to share this information. You will be asked if you want a copy of your after-visit summary to be shared with your primary care provider or Student Health Center. If you choose to share your after-visit summary, AcademicLiveCare will fax or electronically transmit your after-visit summary. You may also decide not to share this information. The choice is yours.

▶ **Can I get a sick slip or doctor's note from AcademicLiveCare?**

Yes, during your visit just ask the doctor to write you a doctor's note and you will get a secure message with the sick slip attached. This note is stored in your account under both secure messages and past visits. If you are having trouble printing the note from mobile, you can log in through the desktop version and print directly from there.

▶ **What should I do if I am experiencing a medical emergency?**

If you think you are experiencing a medical emergency, please do not use telehealth. Instead, you should immediately seek emergency care by calling 911.

▶ **I have a question that is not listed here. Can you help me?**

Do not see your question? Additional answers can be found at [amwell.com/cm/faq](https://amwell.com/cm/faq). If you still need support, call 866-882-0343. We have highly trained health service specialists standing by to take your call, 24/7.