

Frequently Asked Questions

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

Please call the Service on the number at the bottom of the leaflet.
Please give us as much notice as possible.

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.

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.

What if I don't have a smartphone?

You can access Livewell Connect on a laptop with a camera/ microphone. Copy 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 WiFi signal, but if you cannot, a 4G signal will ensure that you have good sound/visual quality throughout.

Contact details

Plymouth Options

Tel: 01752 435419



Logging into Livewell Connect

We support people to lead independent, healthy lives

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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:

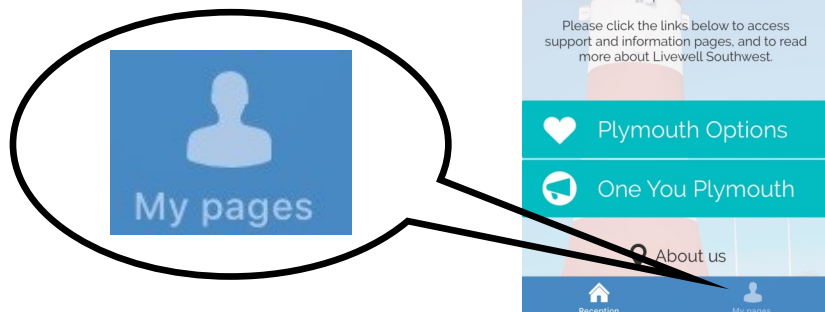
Downloading the App

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

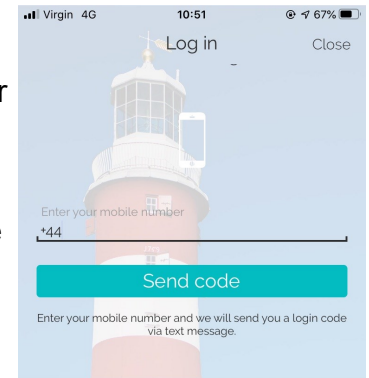
At the bottom of the first screen tap the “My Pages” button. This will take you to the log in screen. Tap the ‘Log In’ button on the next screen.



Logging into the App

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.



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 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.

