How to SCHEDULE an appointment with LiveWELL Care

Whether you want to see a provider in person or set up a video visit, scheduling an appointment is easy. Just follow these instructions:


2. On the next screen, click on the tile for Atrium Health LiveWELL Care/On-Site. You must have Atrium Health entered as your Employer in EPIC to see the option to schedule with LiveWELL Care. This can be done at your provider’s office or by calling 1-833 TEAL NOW (1-833-832-5669).

3. Answer the screening questions as prompted, then follow the steps below for your selected appointment type (in-person or video visit).
If you selected an in-person visit:

4 Once you complete the screening questions, you will be directed to choose a location.

5 If needed, you can filter the list of locations to see only those near you or near a particular ZIP code.

Click on your preferred location to see appointment options for that clinic or click on Any location to see options for all LiveWELL Care clinics. Once you’ve made your selection, click Continue.

6 Next, you’ll be prompted to choose a provider. Click on the provider you want to see, or select Any provider to see available appointment times for all providers. Click Continue.

7 You’ll be prompted to pick a time for your appointment (and a location if you haven’t chosen one already). Click on the time that’s best for you.

8 Then, you will be asked to verify your personal information. If everything is correct, click Schedule. Your appointment will be scheduled and you will receive a confirmation!
If you selected a video visit:

Once you complete the screening questions, you will be prompted to choose a provider for your appointment. Click on your preferred provider, or if you’d like to see all available appointment times, click Any provider. Then, click Continue.

Remember, you don’t need to go to the LiveWELL Care clinic for your video visit. The provider will conduct your appointment virtually through MyAtriumHealth.

Next, you’ll see the available appointment times. Click on the time that works best for you.

Then, you will be asked to verify your personal information. If everything is correct, click Schedule. Your appointment will be scheduled and you will receive a confirmation!