



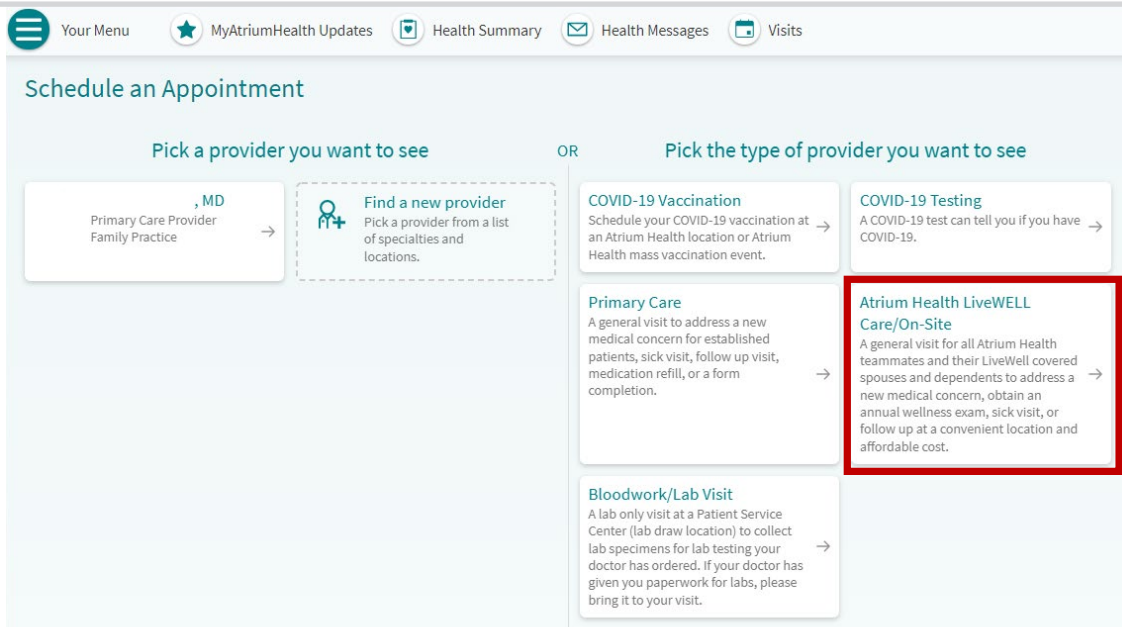
How to **SCHEDULE** an appointment with **LiveWELL Care**

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

1 Log into MyAtriumHealth at My.AtriumHealth.org.



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**.

The screenshot shows a web interface titled "Schedule an Appointment" with a "Start over" button in the top right. Below the title is a navigation bar with tabs: "Reason for visit" (selected), "Locations", "Providers", "Time", and "Verify and schedule". Under "Reason for visit", the text reads "Atrium Health LiveWELL Care/On-Site". The "Locations" tab is active, displaying the question "Which locations work for you?". There are three filter buttons: "All" (selected), "Near me", and "Enter ZIP" with a search icon. Below the filters is a grid of six location cards, each with a checkbox:

- Any location**: Schedule at any available location.
- Atrium Health LiveWELL Care - Cabarrus**: 675 Memorial Boulevard, Suite 100, CONCORD NC 28025-2992.
- Atrium Health LiveWELL Care - Cleveland**: 201 East Grover Street, SHELBY NC 28150.
- Atrium Health LiveWELL Care - CMC Annex**: 1000 Blythe Boulevard, Annex Building, CHARLOTTE NC 28203.
- Atrium Health LiveWELL Care - Pineville**: 10620 Park Road, Building 400, Suite 202, CHARLOTTE NC 28210-8472.
- Atrium Health LiveWELL Care - Union**: 1423 East Franklin Boulevard, Suite F, MONROE NC 28112-5100.

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:

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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.

The screenshot shows the 'Schedule an Appointment' interface. At the top right is a red 'Start over' button. Below the title are four tabs: 'Reason for visit' (selected), 'Locations', 'Providers', and 'Time'. Under 'Reason for visit', there are options for 'Atrium Health', 'LiveWELL', and 'Care/On-Site'. Under 'Locations', it says 'Any location'. The 'Providers' tab is active, showing a list of providers under the heading 'Who do you want to see?'. The providers listed are: Casie D Ussery, NP (Nurse Practitioner), Christina M Vincent, NP (Nurse Practitioner), Jill Spangler Houser, NP (Nurse Practitioner, selected), Joseph Michael Coleman, PA-C (Physician Assistant), Kealin J Coffin, NP (Nurse Practitioner), and Michelle Perno, PA (Physician Assistant). Each provider has a checkbox next to their name.

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

The screenshot shows the 'Schedule an Appointment' interface with the 'Time' tab selected. At the top right is a red 'Start over' button. Below the title are four tabs: 'Reason for visit', 'Providers', 'Time' (selected), and 'Verify and schedule'. Under 'Reason for visit', it says 'Atrium Health LiveWELL Care/On-Site'. Under 'Providers', it says 'On-Site Care Union Provider'. The 'Time' tab is active, showing a calendar view. The date is set to '02/10/2022'. Below the date, there are two buttons: 'All available times' (selected) and 'Filter times'. There is also a checkbox for 'Search schedules for all providers at this location'. The available appointment times are displayed in a grid format:

Thursday February 10, 2022
1:00 PM

Friday February 11, 2022				
7:30 AM	8:00 AM	8:30 AM	9:00 AM	9:30 AM
10:00 AM	1:00 PM	1:30 PM		

Monday February 14, 2022				
7:30 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM

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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!