

HAGA VIRTUALMENTE TODO POR SU SALUD

LiveWell

Cómo pedir acceso para un familiar y un representante usando LiveWell en su computadora

1 Ingrese a **LiveWell**.

The screenshot shows the LiveWell login page. At the top, it says "LiveWell with Advocate Aurora Health". There are two main sections: a "Sign in" section with fields for "Current username" and "Password", and a "New User?" section with a "Sign up now" button. Below these are links for "Forgot username?" and "Forgot password?". There are also several informational sections: "Visit wait times longer than usual", "COVID-19: vaccine answers and how to find care", "Visitor Guidelines", "Need additional assistance?", and "Language Assistance Services".

2 Seleccione **Profile** y luego **Request Family Access**.

The screenshot shows the LiveWell user profile page. The "Your Menu" on the left includes options like "Billing", "Insurance", "Sharing", "Resources", and "Account Settings". The main content area shows "My Well account" with a "Request Family Access" button. Below this, there are sections for "Your Care Team and Recent Providers" and "Messages".

3 a. Seleccione **Child**.
b. Llene el formulario de solicitud y envíelo.

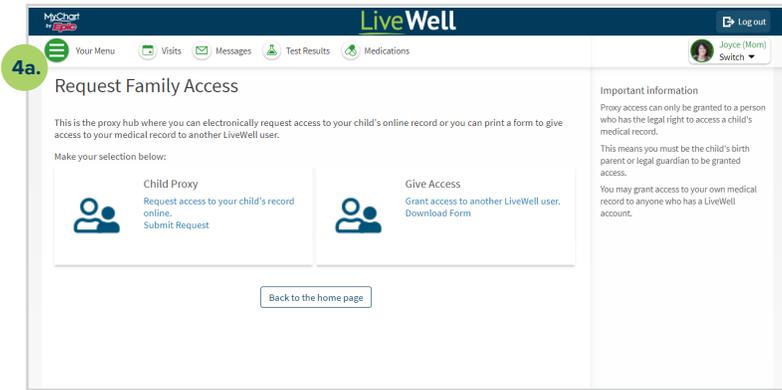
The screenshot shows the "Request Family Access" page. It has a heading "Request Family Access" and a sub-heading "Child Proxy". There are two main options: "Child Proxy" (Request access to your child's record online. Submit Request) and "Give Access" (Grant access to another LiveWell user. Download Form). There is also an "Important information" section on the right.

The screenshot shows the "Minor Proxy Access Request" form. It includes fields for "Minor" information (Legal First Name, Legal Last Name, Sex, DOB) and "Child's address" (Street Address, City, State, Zip). It also includes fields for "Your information" (Your Legal First Name, Your Legal Last Name, Street Address).

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a. Seleccione **Give Access**.

b. Descargue y complete el formulario de solicitud. Envíelo por **correo**, por **fax** o por **correo electrónico**, según le indiquen.



4b. **Formulario de acceso para adultos**

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Para saber más, visite aah.org/livewell/faq



Descargue la aplicación LiveWell u obtenga más información en aah.org/livewell



Equipo de apoyo de LiveWell al 855-624-9366

