TigerCare Live Step-by-Step Instructions + Q&A

If you are a currently-enrolled, degree-seeking Trinity University student, you have access to our telehealth partners at TigerCare Live who offer these services at no cost:

Therapy Psychiatry* Nutritional Counseling Urgent (non-emergency) Medical Care

*Be aware that TigerCare Live psychiatrists cannot prescribe stimulant medications for ADHD (e.g., Adderall, Ritalin) or benzodiazepines for anxiety (e.g., Xanax, Klonopin).

HOW TO GET STARTED*

*Once you create your account (if you're a first-time user) or update your account (if you are a return user), you will have unlimited access to therapy, psychiatry, nutrition, and urgent care providers.

Step 1: Access the Site

Visit <u>myacademiclivecare.com/onboarding</u>
And click Log In at the bottom of the screen.



Step 2: Log In

New Users:

Enter your school email address and click Forgot Password and follow the prompts to create your password. Then, proceed to steps 3 & 4.



Existing Users:

Use your school email address and password to log in. For security purposes, you may be prompted to reset your password.



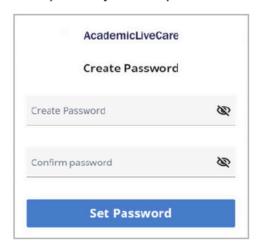
TIP: You must use your name and school email address tied to your student account.

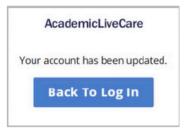
Step 3: Verify Your Email

An email will be sent to the school email you used. Click on Change Password.



Step 4: Set your new password to activate your account.



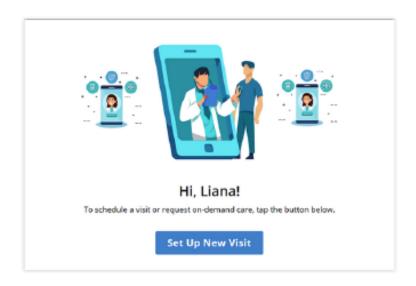


Now you're ready to get care!

HOW TO SCHEDULE AN APPOINTMENT

Step 1: Start a New Visit

Choose who the visit is for and enter your location.



Step 2: Schedule a Visit

Choose the type of care you are seeking. If choosing Urgent Care, select your language and skip to Step 5.



Step 3: For Therapy, Psychiatry or Nutrition Visits

Indicate if your visit is an Initial or Follow-Up Appointment.



Step 4:

a. Therapy, Psychiatry, or Nutrition Visits

Choose the provider, date, and time that works best for your schedule.

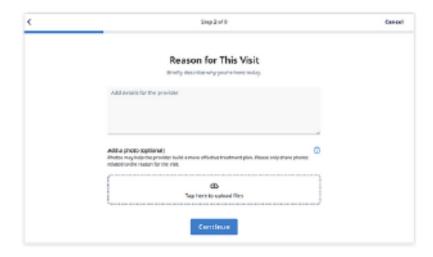
b. Urgent Care

You will schedule and be paired with the next available doctor.



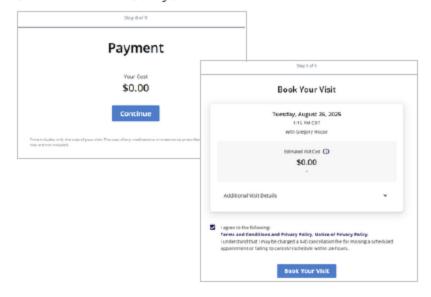
Step 5: Enter Visit Details

Provide details about your visit, such as the reason you're seeking care.



Step 6: Book Your Visit

There is no cost to you for this service; click Continue to finalize and book your visit.



You will receive a text and email when the provider is ready to see you. Typically, within a few minutes for urgent care or just before a scheduled visit.

In-the-moment counseling for both urgent and non-urgent psychological and emotional needs is available from a licensed counselor through a 24/7 Counseling Careline.Call 855-850-4301. Add to your phone's contacts in case you ever need this resource, which you can utilize from anywhere in the world!

Q&A

Is there a private location where I can have my telehealth appointments?

Yes. There is a soundproofed small room in the library that you can schedule in advance. It is also available as an individual study room, so no one knows your reason for using the room. See this guide for information.

Is there a limit to the number of therapy or psychiatry appointments?

Is there a limit to how long I can see my therapist?

No; however, your eligibility ends when you graduate, completely withdraw, or begin a fall semester when you are taking a temporary withdrawal.

How often can I see my therapist?

Consult your therapist about the frequency of appointments, which can be as often as weekly. Request appointments that are more more frequent or less frequent as your needs change.

How do subsequent appointments for therapy or psychiatry get scheduled?

- At the conclusion of an appointment, the therapist or psychiatrist may offer to coordinate the scheduling of a follow-up session. If not and you wish to schedule a next appointment, please make that request.
- If you do not schedule a next appointment and later want to do so with the same therapist or psychiatrist, message them through the secure messaging feature on the platform (myacademiclivecare.com/onboarding; top left of the home screen) rather than scheduling from their profile, which may not appear on the website. Profiles on the website are for scheduling first appointments.

What if I need to reschedule an appointment?

Message the therapist or psychiatrist through the secure messaging feature on the platform (<u>myacademiclivecare.com/onboarding</u>; top left of the home screen).

Is couples counseling available?

Yes. One member of the couple (the Trinity student if one partner is not a Trinity student) schedules the therapy appointment.

- If the couple is in the same location, both can share the same screen's camera.
- If the partner is in another location, the student who schedules the appointment can invite the partner to join the session within the provider's meeting room during the session.

Can I select my therapist or psychiatrist?

Yes. Their profiles will be available to you when you make your first appointment.

Can I change to a different therapist if my current therapist is not a good fit for me? Yes. Simply schedule a visit with a different therapist. If you have an appointment with the previous therapist, please cancel that appointment by messaging the therapist through the secure messaging feature on the platform (<u>myacademiclivecare.com/onboarding</u>; top left of the home screen).

Can I change my psychiatrist?

Yes. Call AcademicLiveCare at 866-882-0343 to make a request. This step is required to ensure a safe transfer of treatment and medication management to a new provider.

My prescription refill has not arrived at my pharmacy. What should I do?

Log into your AcademicLive Care account and message your psychiatrist using the secure messaging platform (top left of the home screen). If your request is urgent, contact AcademicLiveCare at 866-882-0343 and ask a member of the support staff to assist in getting the prescription to the pharmacy.

- Have a question not addressed here? Email <u>counseling@trinity.edu</u>.
- Encountering a difficulty with TigerCare Live for therapy or psychiatry? Or a complaint? Email counseling@trinity.edu.
- Encountering a difficulty with TigerCare Live for nutritional counseling or urgent medical care? Or a complaint? Email healthservices@trinity.edu.