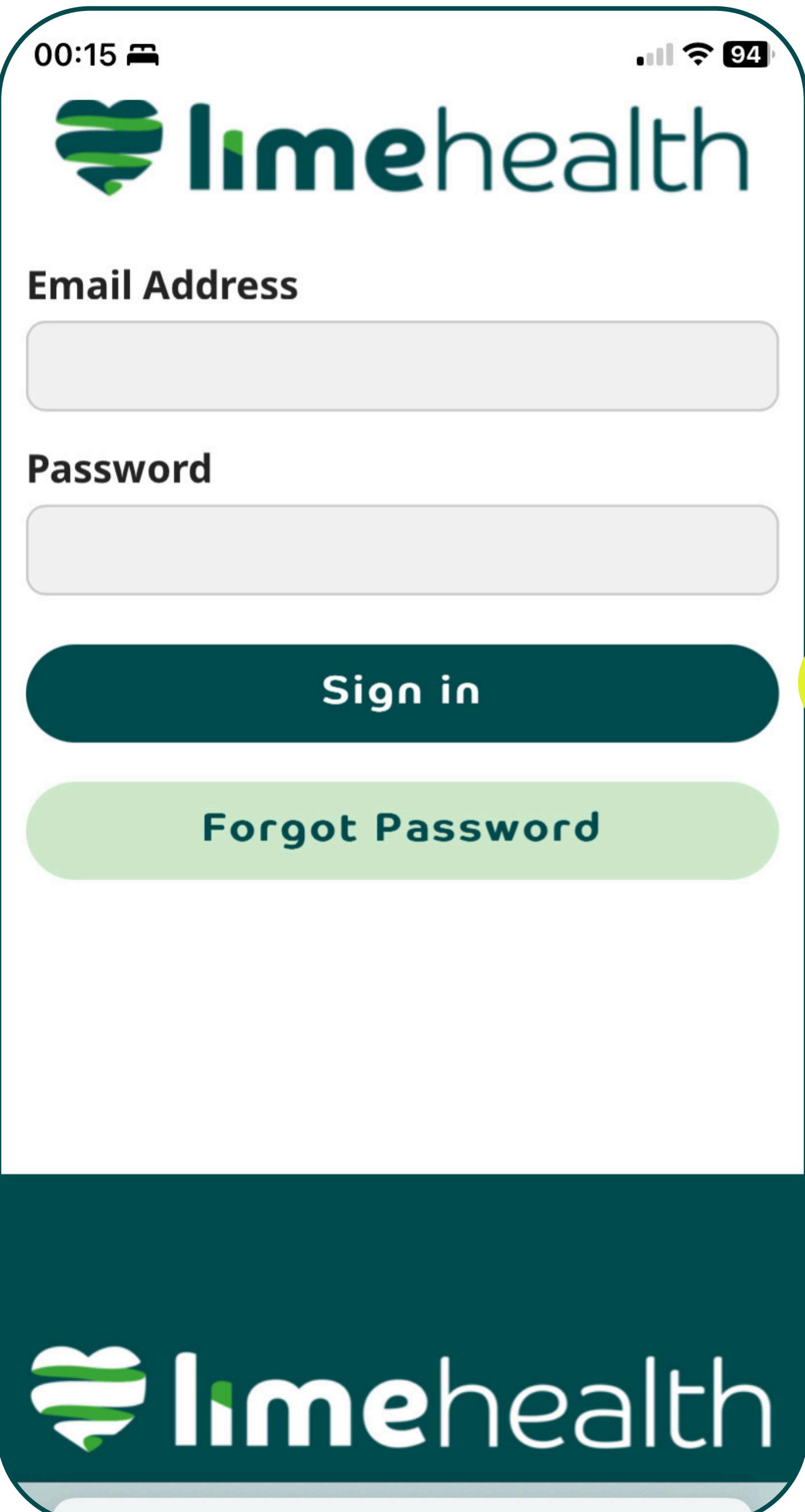


# How to use



**Health Essentials**



Log in



## Health Essentials

21:29

90%

member.limeoncall.co.uk

**Hello Krisztina,**

This is your healthcare portal, Lime Health OnCall, where you can book and manage your appointments, use your workplace healthcare benefits.



### Health Tracker

**Next**

Track your health and set goals to improve your health and wellbeing



### Health Essentials

**Next**

Book a clinician in as soon as 1 hour or join video consultations / manage upcoming

**Tap Health Essentials**



# Health Essentials

Member Portal / Health Essentials

To help us find you the most appropriate clinical help, you'll be asked to complete a few questions.



## Service Summary



Virtual GP



Pharmacist



Physio Triage



## Health Essentials



Nurse Triage



Mental Health



Video Appointments

Tap Video Appointments



## Health Essentials



### Add your mobile number to continue

We need your mobile number in case we can't reach you by video call.

Enter your mobile number below, and we will send you a code by text message that verifies your mobile phone. This check makes our service safer.



MOBILE NUMBER

+44 Phone number

Next

Type in your mobile number



## Health Essentials

Back

X

### Enter code

Confirm your mobile number by  
entering the 4-digit code sent by  
text message to +44



Validate code

Send a new code

Enter the code you received & tap  
validate



## Health Essentials

21:32

90



Phone number  
verified



Your phone number is now verified



## Health Essentials

21:32

90



Health Essentials



Member Portal / **Health  
Essentials**



Good evening Krisztina,

**How can we help?**



**Start a booking**

**livi**

Our healthcare  
services are delivered  
by Livi.

Do you have questions about your video

**Tap: Start a booking**



## Health Essentials

Member Portal / Health Essentials

Book a... X

# Enter your biological sex

We ask for this so we can give you the best care possible.

BIOLOGICAL SEX

Select your biological sex ▾

Select your biological sex



## Health Essentials

Member Portal / Health Essentials

Book a... X

✓ Select your biological sex

Male

Female

Other

BIOLOGICAL SEX

Select your biological sex ▼

Select your biological sex



## Health Essentials

Member Portal / Health

### Essentials

Book a...



## Enter your biological sex

We ask for this so we can give you  
the best care possible.



BIOLOGICAL SEX

Female



Continue >

Tap Continue



## Health Essentials

Member Portal / **Health**

### Essentials

< Back

## Address

We need your full home address and postcode to prescribe you medication, if needed.

STREET

Street

POSTCODE

Postcode

CITY

City

COUNTRY OF RESIDENCE

United Kingdom



Continue >

Type in your address then tap  
'Continue'



## Health Essentials

Back

Book a...

### Livi is not for emergencies

Call 999 if you have any of the following:

Severe shortness of breath – rapid, shallow breathing, suffocating, or unable to talk properly.

Signs of a heart attack – pressure, pain or squeezing sensation in the centre of your chest.

Signs of a stroke – facial drooping, weakness of limbs, or slurred speech.

Seizure – uncontrolled shaking or unconsciousness because of a fit.

Confirm



[ber.limeoncall.co.uk](https://ber.limeoncall.co.uk)

Confirm you read the information



Back

### Sometimes, an in-person appointment is needed

Some symptoms and conditions cannot be treated by video appointment. They need an in-person examination. These include:

- Ear infections
- Chest infections
- Urinary tract infections – for under 16's and men
- Tonsillitis – when pregnant

Also, we do not prescribe controlled drugs such as tramadol, morphine, diazepam, gabapentin, pregabalin or sleeping tablets.

Okay



[ber.limeoncall.co.uk](https://ber.limeoncall.co.uk)

Confirm you read the information



# Health Essentials

[Back](#)

[Book a...](#)

[X](#)

## What can we help with?



### Skin problems

Rashes, acne, eczema, infections, lumps or moles.



### Stomach ache or pain

Food poisoning, feeling or being sick, diarrhoea or bloating.



### Urine problems



### Cold, flu or cough

Runny nose, fever, aching, sore throat. Dry tickly or chesty cough.



### Muscles and joints

Back, neck, shoulder or other muscle and joint problems.



[ber.limeoncall.co.uk](http://ber.limeoncall.co.uk)



Select your symptom category



# Health Essentials

[Back](#)

[Book a...](#)

[X](#)

## What can we help with?



### Skin problems

Rashes, acne, eczema, infections, lumps or moles.



### Stomach ache or pain

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Back, neck, shoulder or other muscle and joint problems.



[ber.limeoncall.co.uk](http://ber.limeoncall.co.uk)



Select your symptom category



## Health Essentials

Member Portal / **Health  
Essentials**

Back

Book a...

X

### Do you allow Livi to view your NHS Summary Care Record?



If you live in England, you may have an NHS Summary Care Record (SCR). This is a summary of your medical records held by the NHS. It helps our GPs to provide you with safer clinical care.

You can learn more in the [privacy policy](#)

Continue

**Give or deny access to your NHS  
Summary Care Record**



## Health Essentials

### Member Portal / Health Essentials

< Back

Book a...

X

If you live in England, you may have an NHS Summary Care Record (SCR). This is a summary of your medical records held by the NHS. It helps our GPs to provide you with safer clinical care.

You can learn more in the [privacy policy](#).

- I allow Livi to view my SCR
- I do not want Livi to view my SCR, or I do not have an SCR

Continue >

Give or deny access to your NHS Summary Care Record



## Health Essentials

**What symptoms are you experiencing? (optional)**

My elbow is extremely painful when moving.



Continue >

[About](#) | [FAQ](#) | [Accessibility Statement](#)  
[Complaints](#)



[ber.limeoncall.co.uk](https://ber.limeoncall.co.uk)

**Describe your symptoms**



## Health Essentials

Back

Book a...



### Take a photo (optional)

High-quality photos are even better than video. Photos can help the clinician to diagnose and treat you, and are particularly useful for minor injuries, skin problems and tonsillitis. By continuing, you allow LIVI healthcare staff to view these photos.



Add a photo

Your medical photos are stored securely. [Learn more](#)

Continue >



[ber.limeoncall.co.uk](https://ber.limeoncall.co.uk)

Attach a photo if relevant



## Health Essentials

Back

Book a...

X



### VIDEO APPOINTMENT

#### Book a time

A nurse can help you soon.

If the nurse thinks you need further care, they may advise you to book another appointment with a GP.



Show available times



ber.limeoncall.co.uk

Book a time slot for your  
appointment



# Health Essentials

CHOOSE DAY

Today

Tomorrow

Sun

18:00

18:15

18:30

18:45

19:00

19:00

19:15

19:30

19:45

20:00

20:15

20:30

20:45

21:00

21:00

21:15

21:30

21:45



[About](#) | [FAQ](#) | [Accessibility Statement](#)

[Complaints](#)

Select the time



# Health Essentials

## Confirm your booking



Seeking care for  
Stomach ache or pain



Video appointment  
Aaisha Mirza Registered GP



Today, 18:45-19:00



**Please sign in and access your  
video appointment before the  
scheduled time**

If we are unable to reach you by  
video call, we will call you on this  
mobile number:

07700 900 123

[About](#) | [FAQ](#) | [Accessibility Statement](#)

[Complaints](#)

**Book a time slot for your  
appointment**



## Health Essentials



Today, 18:45-19:00

**Please sign in and access your video appointment before the scheduled time**

If we are unable to reach you by video call, we will call you on this mobile number:

[Contact support](#) if this number is not correct.



By confirming your booking, you accept the [Livi Terms and Conditions](#) and acknowledge the [Livi Privacy Policy](#).

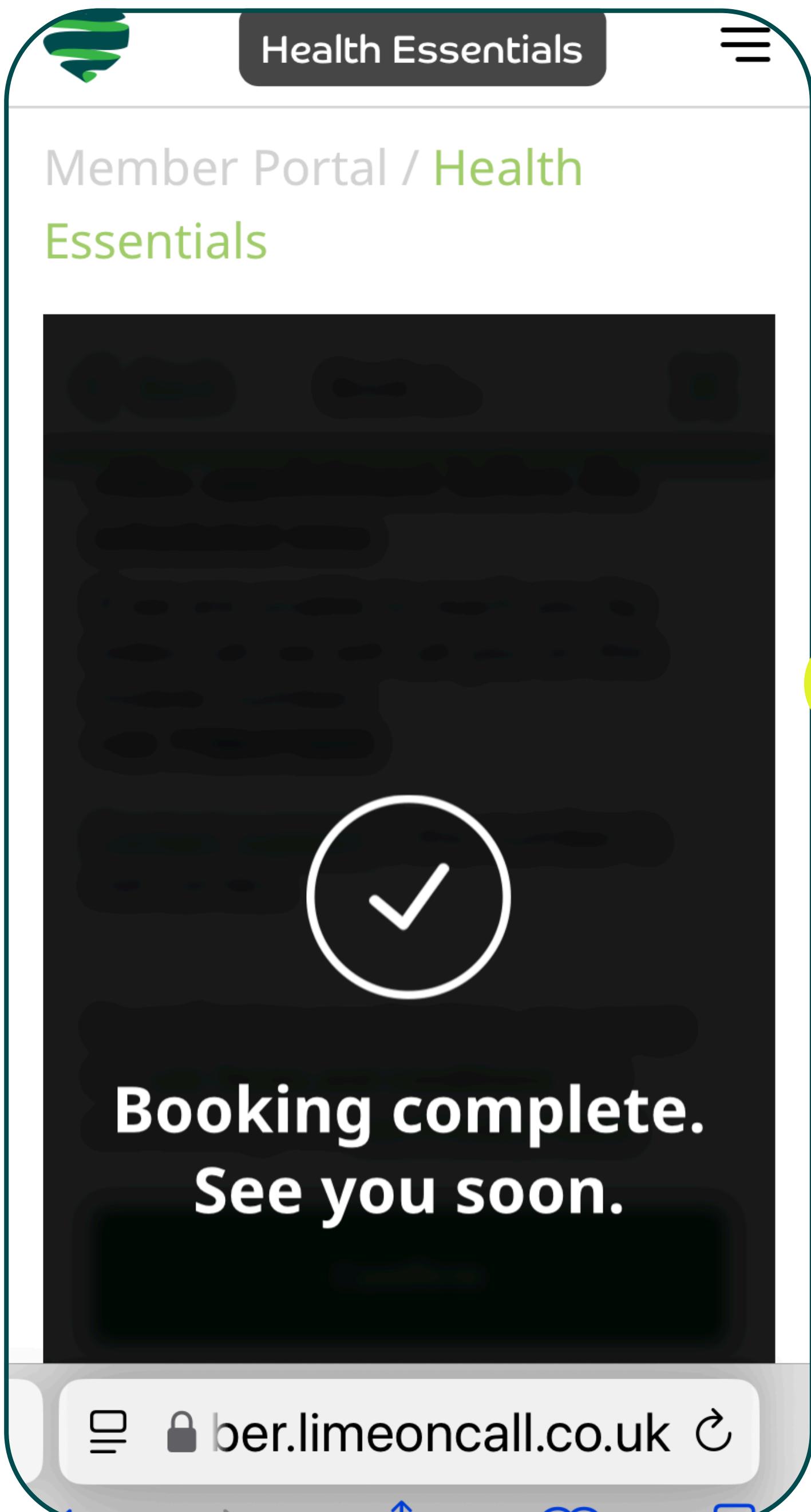
**Confirm**

[About](#) | [FAQ](#) | [Accessibility Statement](#)  
[Complaints](#)

**Confirm your time slot**



## Health Essentials



Confirm your time slot



## Health Essentials



**Good morning  
Krisztina,**



Video appointment

Stomach ache or pain

...

We will call you between

**18:45-**

**19:00**

Today



Why is there a time  
range?



Your nurse will call you by  
video when your appointment  
starts.

**You can cancel your appointment**



## Health Essentials



Today, 18:45-19:00



Questions you  
answered



### Payment

You do not have to pay anything for  
this appointment.

Patient fee

£0



### Rescheduling and cancelling

Please remember to cancel your  
appointment if you cannot make it.

**Cancel appointment**

**Tap 'Cancel appointment'**



## Health Essentials

# Cancel appointment?

Please let us know why you're cancelling. Your response will help us improve our service.

Time not convenient

Booked NHS GP or used walk-in

Waited too long

Feeling better



**Cancel appointment**

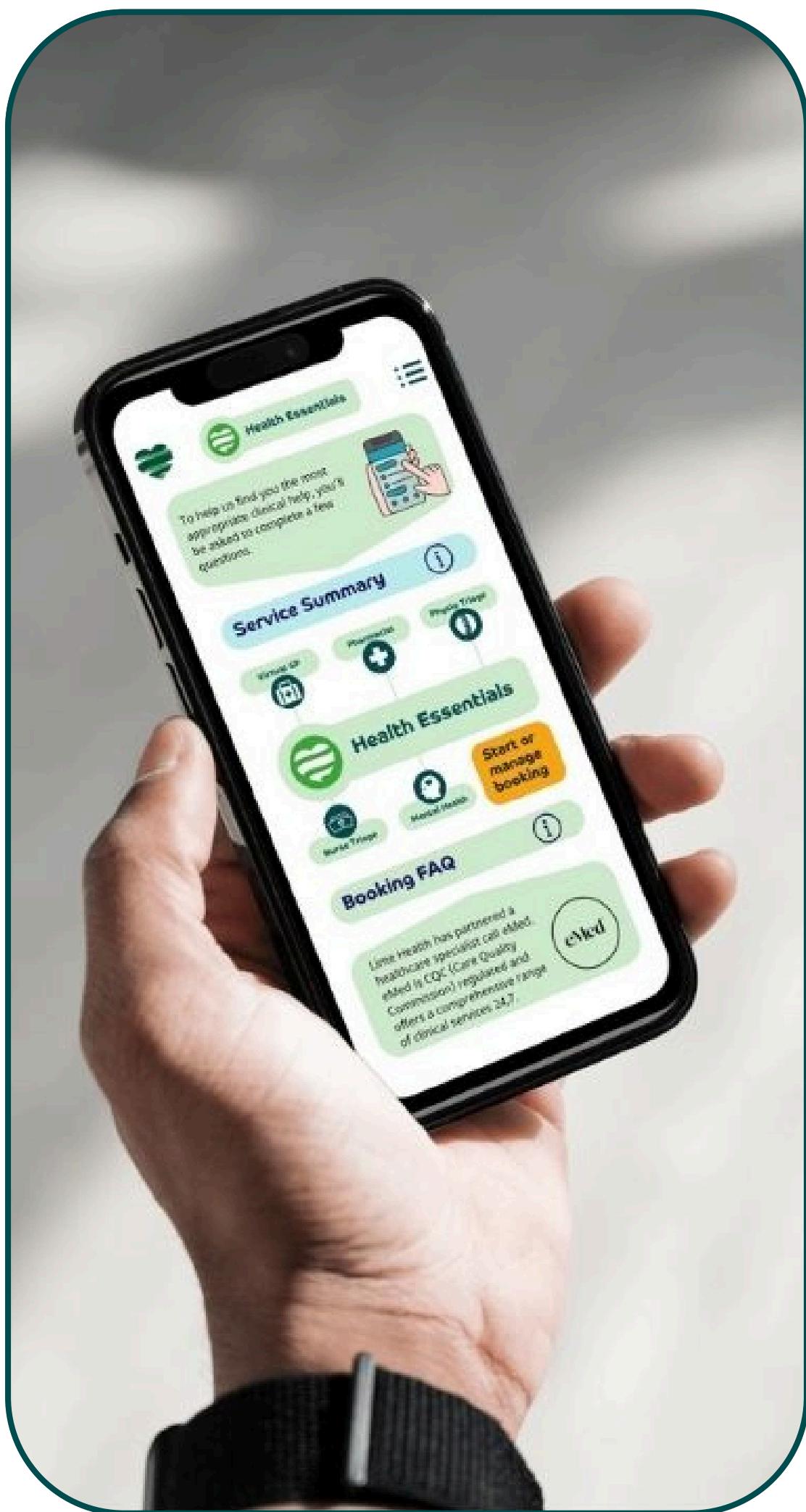


[ber.limeoncall.co.uk](https://ber.limeoncall.co.uk)

**Select a reason, then tap 'Cancel appointment' again**



## Health Essentials



 **lime**health