A step-by-step guide for the computer.

You must have a computer with a camera so the provider can see you.

AHN Video Visits must take place in Pennsylvania.
Before your appointment

STEP 1
Log in to MyChart.AHN.org using your MyChart username and password.

Use a PC or Mac — laptop or desktop — with a microphone and camera.

Use the most up-to-date version of these browsers: Chrome, Safari, Firefox, or Microsoft Edge.

STEP 2
Under Quick Links, on the right side of screen, click on Appointments and Past Visits.

For technical support:
Email the MyChart support team at mychart@ahn.org or call 1-833-AHN-CHRT (1-833-246-2478) Monday – Friday, 7 a.m. – 5 p.m. Saturday, 7 a.m. – 3 p.m.
Before your appointment (continued)

STEP 3
Click on eCheck-in. Follow all the eCheck-in steps to preregister for your appointment. Follow the prompts to confirm your insurance, health history, preferred pharmacy, and copay. Do this up to seven days before your appointment.

STEP 4
If all your details are correct, check the box that says This information is correct. Then look for the confirmation window.

STEP 5
Confirm your appointment by clicking Confirm and the staff will skip your reminder call.

Click on Test Hardware and grant access to camera and microphone.
Launch your visit

STEP 1
Up to 15 minutes before your appointment time, log in to MyChart.AHN.org using your MyChart username and password.

Make your call from a quiet, private room — without a TV or other noise — so you and your provider can hear each other.

STEP 2
Find your visit under Appointments and Past Visits.

STEP 3
Check that your internet connection is at full strength before you start your visit.

Click on Begin Video Visit.

Accept requests for permissions to use your camera or microphone.

Stay on the call until your provider joins the call.