

MyChart® Video Visit

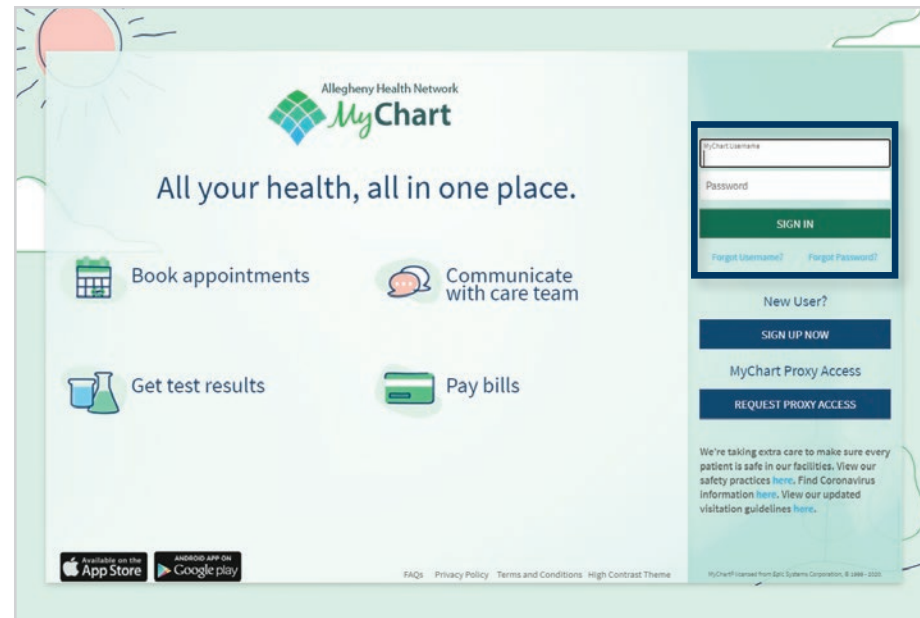
A step-by-step guide for the computer.

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



AHN Video Visits must take place
in PA, MD, NY, OH, or WV.

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.

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 – Sunday, 7 a.m. – 3 p.m.



Appointments and Past Visits

STEP 2

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

Before your appointment (continued)

Upcoming Appointments

Next 7 Days

JUN 3 Wed

Video Visit with TELEMEDICINE PROVIDER

Starts at 2:00 PM EDT (20 minutes)

ECHECK-IN

DETAILS

Reschedule Appointment

Cancel Appointment

STEP 3

Click **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.

This information is correct

NEXT FINISH LATER

STEP 4

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

Video Visit with TELEMEDICINE P

Saturday November 21, 2020 12:00 PM EST (20 minutes)

Add to personal/work calendar

Get ready for your visit!

CONFIRM

Let staff know you don't need a reminder call.

TEST HARDWARE

Test that your webcam and microphone are functioning correctly. If unable to join within 15 mins prior to the visit, click the refresh button in your browser.

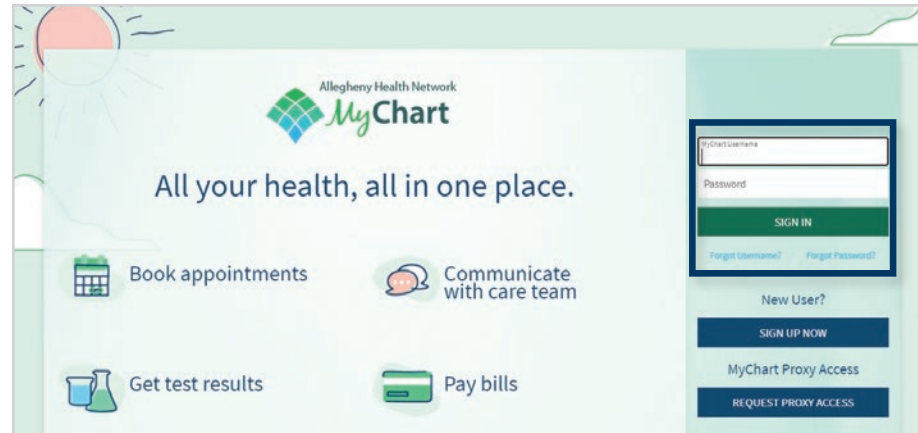
Want an earlier time? [Get on the Wait List](#)

STEP 5

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

Test your hardware. Grant access to camera and microphone.

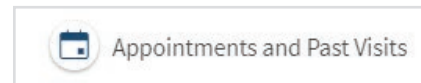
Launch your visit



STEP 1

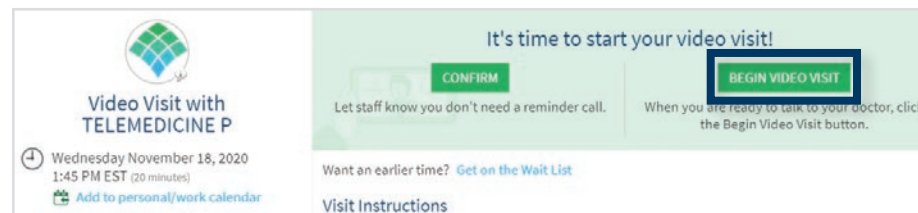
Up to 15 minutes before your appointment time, log in to **MyChart.AHN.org** using your MyChart username and password.

Make your call from a quiet 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.

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. 412-330-2400

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 412-330-2400

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 412-330-2400

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