

A step-by-step guide to the app.

If you have a smartphone or tablet, use the MyChart app.
It's the easiest way to do a Video Visit.



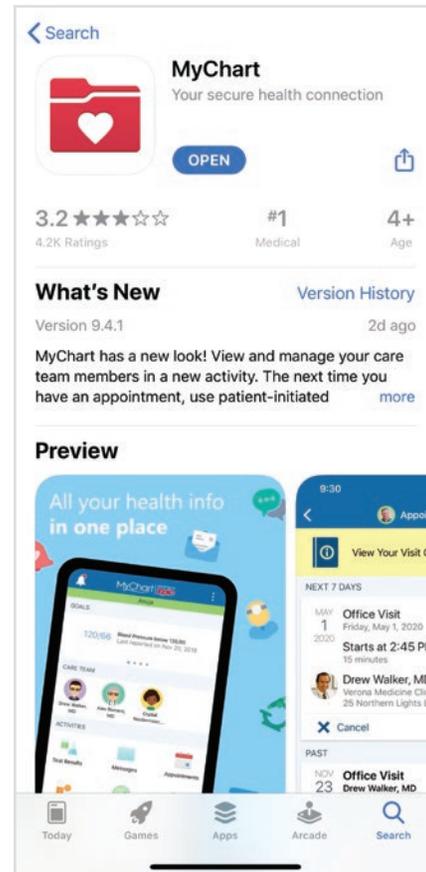
AHN Video Visits must take place
in PA, MD, NY, OH, or WV.

Before your appointment

STEP 1

Download the MyChart app from Google Play or the App Store.

Be sure you have the latest software version on your phone or mobile device.



STEP 2

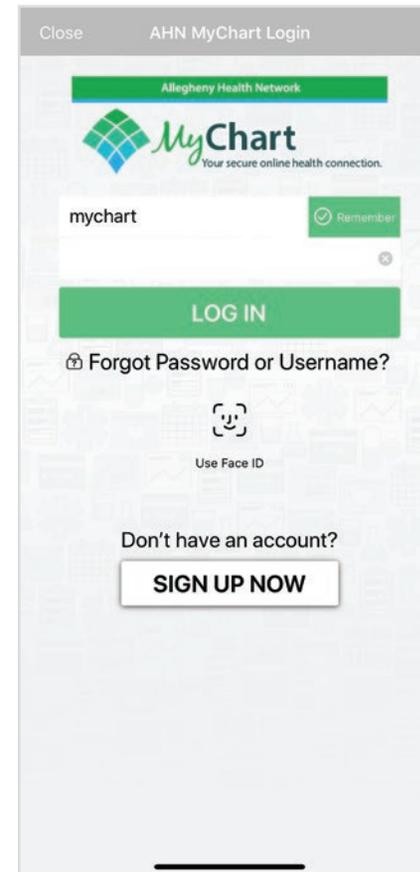
Choose Allegheny Health Network as your organization, when prompted.

STEP 3

Log in using your MyChart username and password.

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.

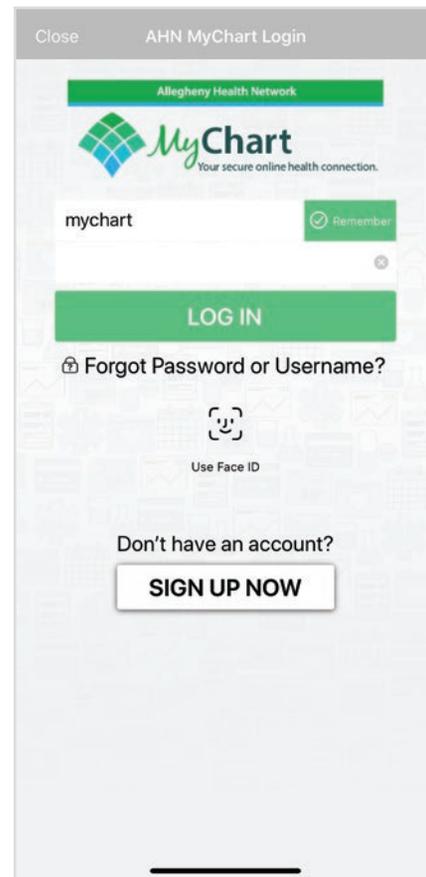


Before your appointment: eCheck-in

STEP 1

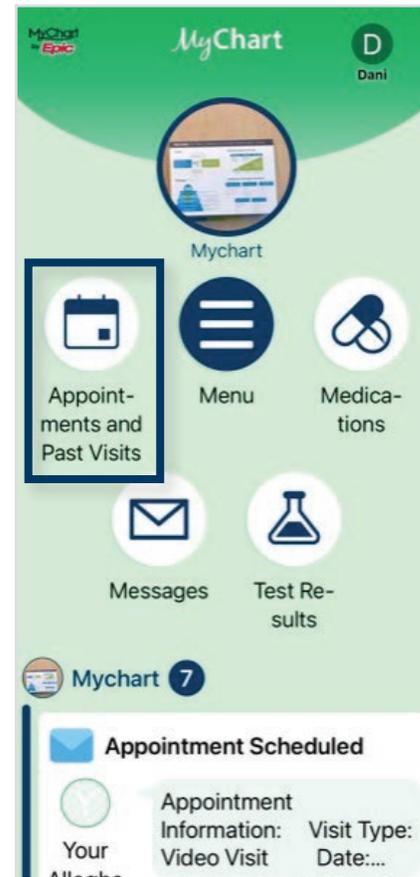
Do your eCheck-in up to seven days before your appointment.

Log in using your MyChart username and password.



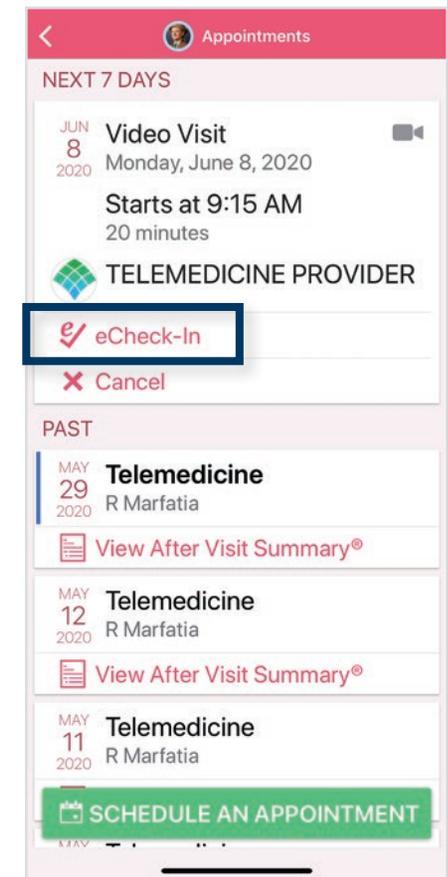
STEP 2

Tap the **Appointments** icon.



STEP 3

Find your upcoming Video Visit and tap **eCheck-In**.

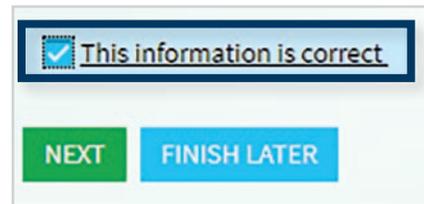


Before your appointment: eCheck-in (continued)

STEP 4

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

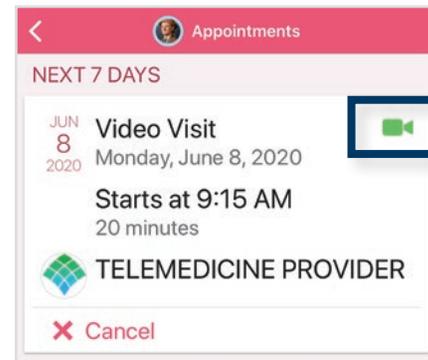
Tap the **This information is correct** button at the bottom of the screen. Then look for the confirmation window.



STEP 5

Your eCheck-in is complete when the video camera icon appears.

Tap your appointment in MyChart to confirm your visit.

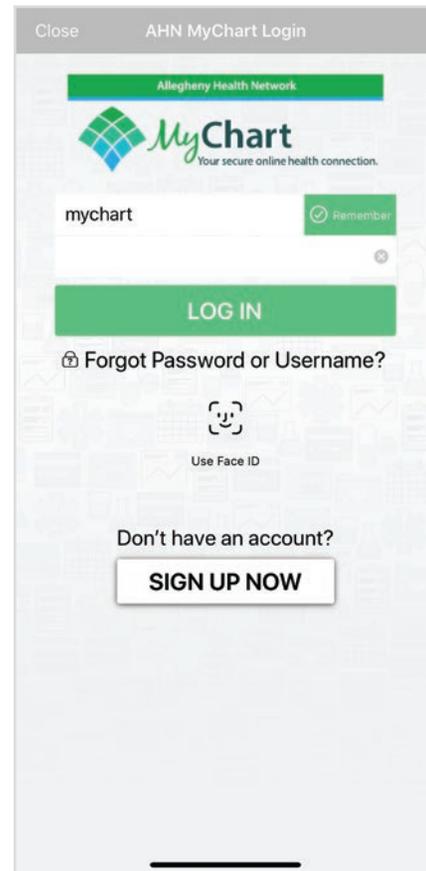


Launch your visit

STEP 1

Up to 15 minutes before your appointment time, log in to the MyChart app.

To avoid disruptions to your Video Visit, don't answer incoming calls.



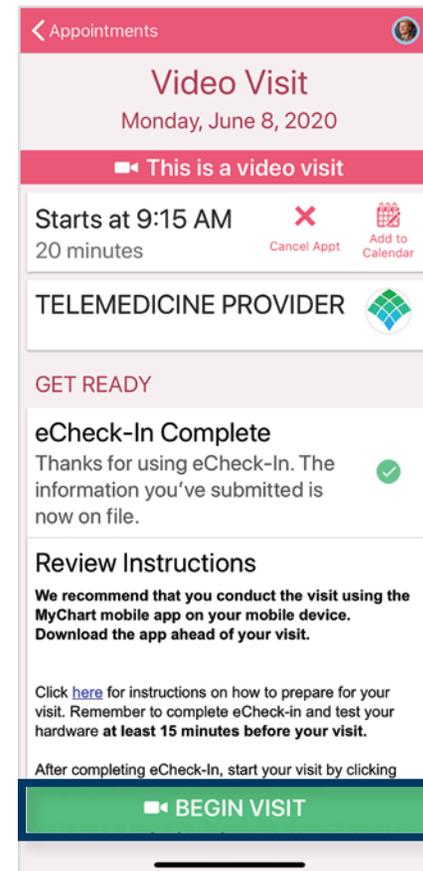
STEP 2

Check that your mobile device's internet connection is at full strength before you start your call.

Find your Video Visit and tap **Begin 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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Allegheny Health Network (AHN) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex in its health programs and services. In order to treat individuals in a nondiscriminatory manner, AHN provides free communication aids and language assistance services.

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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