

MyChart® Video Visit

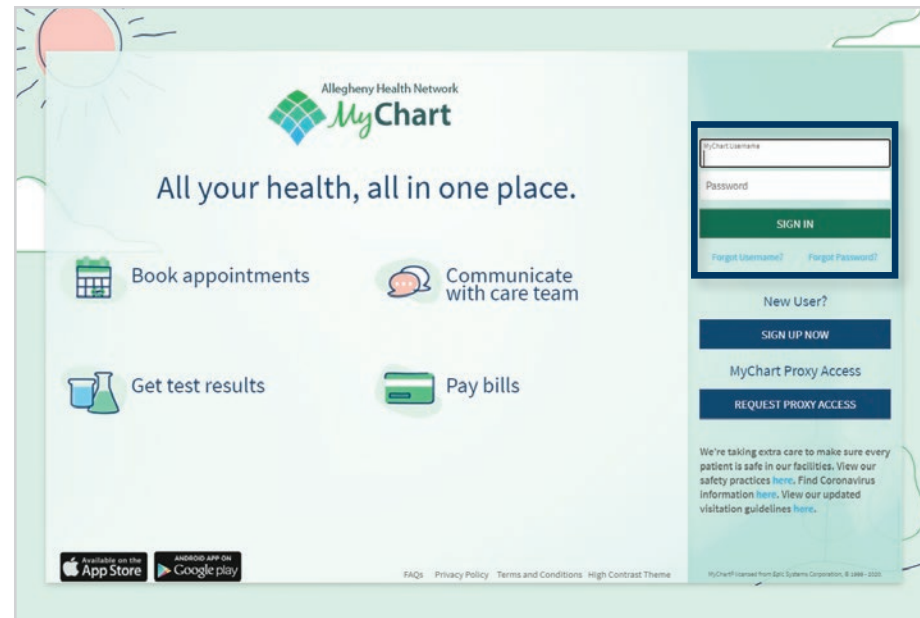
# A step-by-step guide for the computer.

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



AHN Video Visits must take place  
in Pennsylvania.

# Before your appointment



## STEP 1

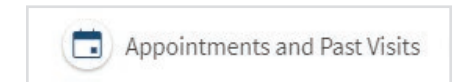
Log in to **MyChart.AHN.org** using your MyChart username and password.

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)

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 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.

**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.

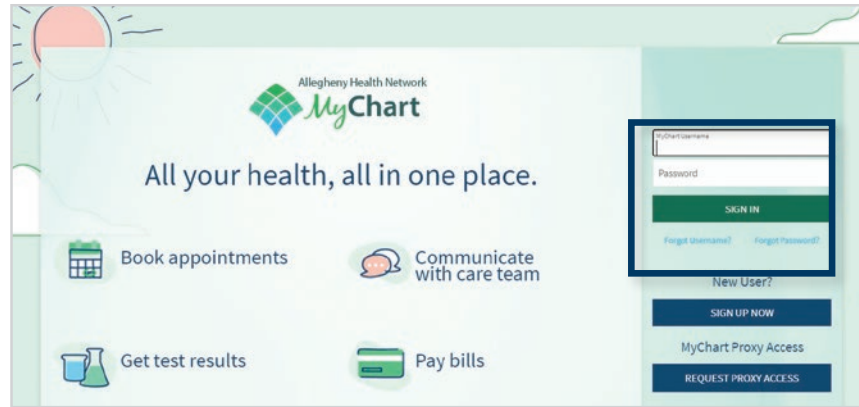
Want an earlier time? [Get on the Wait List](#)

## STEP 5

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

Click on **Test Hardware** and grant access to camera and microphone.

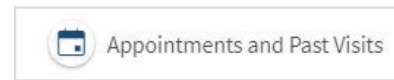
# Launch your visit



## STEP 1

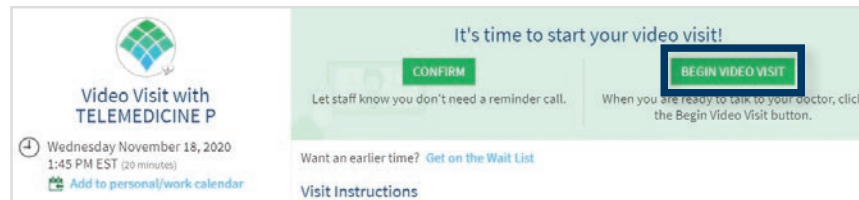
Up to 15 minutes before your appointment time, log in to **MyChart.AHN.org** using your MyChart username and password.

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**.



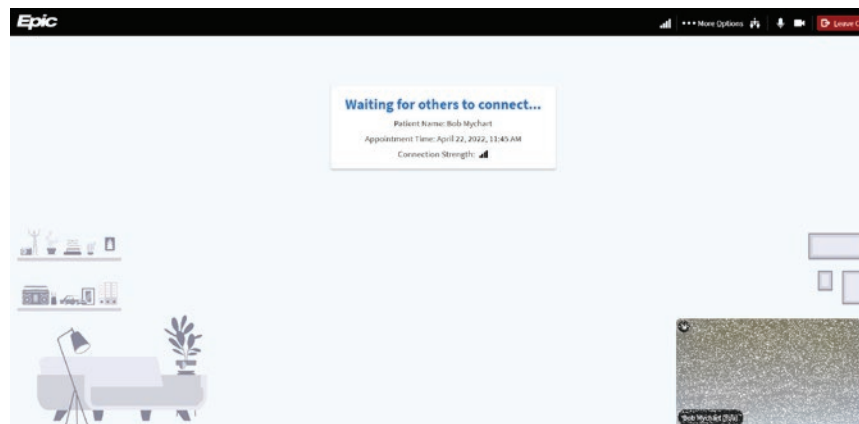
## STEP 3

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.



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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 412-359-3131

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 412-359-3131

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